



## Appendix E. Public Comments

This section documents public comments received during the 2012 Coordinated Plan update outreach process, as well as the more extensive, county-level outreach conducted to develop the elderly and disabled component of the original 2007 Coordinated Plan. The outreach process is described in Chapter 5 of the Coordinated Plan document.

### Comments on the Coordinated Plan Update Process

Below are comments collected from participants during various outreach meetings held during the 2012 Update to the Coordinated Public Transit-Human Services Transportation Plan. Comments were also solicited through MTC's 2012 Coordinated Plan Update website (<http://www.mtc.ca.gov/planning/pths/>). The comments are listed in order by meeting date.

#### Bay Area Partnership Accessibility Committee

Monday, September 10, 2012 10am

MTC staff asked for input on:

1. Documentation of transportation gaps
2. Draft summary list of Priority Solution categories

Category	Comment	Response
General comment	How does the plan tie into other efforts, like the Transit Sustainability Project (TSP) or mobility management activities in Alameda County?	Findings and strategies from the TSP ADA Paratransit Study have been incorporated into Chapter 8. The basic TSP principles of improving sustainability of the system while improving the customer experience are also principles of mobility management.
General comment	The Plan should capture the region's successes and where we have fallen short. This plan should include a status report for 2007 to now.	A summary of projects funded under the previous plan is provided in Chapter 4. Successful projects and strategies, including those within the region, are highlighted in Appendix C.
Transportation gaps	It would be great to see a county level focus for the Transportation gaps.	Needs are summarized by county in Appendix E.
General comment	How does MAP-21 change the focus of this plan and the funding sources tied to it?	Described in Chapter 1 and elsewhere.



Category	Comment	Response
Transportation gaps	Please incorporate dialysis transportation into the plan. Medical transportation is a growing need that is not paid for with medical dollars, but transportation dollars.	Noted as a key issue in Chapter 8.
Transportation gaps	Regional center transportation is similar to dialysis transportation. Many times, the closest center is not where the individual is assigned.	Noted as an issue in Chapter 8 that could be addressed through better travel training and referral programs.
Plan update process	For the 2007 plan, extensive community outreach was performed. How do you plan to obtain input on the plan this time?	Outreach efforts are described in Chapter 5.
Transportation gaps	Please use the TSP customer feedback comments to help you with this plan.	The focus group summary was reviewed and findings incorporated into the overall transportation gaps assessment in Chapter 6.
General comment	Will projects eligible under the 2007 plan be eligible under the updated plan?	This is generally the case, since needs persist.
General comment	This plan needs to remain broad, and allow for sustainable funding of projects.	This need is noted in Chapter 8 and elsewhere.
General comment	The 2007 plan had a broad range of issues and that full choice of options worked well. The plan update should be forward looking, and include a wider array of partners outside of the transportation field.	Veterans transportation issues have been brought in for the first time. MTC is always trying to expand its reach in terms of who wishes to participate in the coordinated planning process and implementation activities. Ultimately, project eligibility is determined by requirements of the fund sources subject to the plan, currently authorized for only two years.
General comment	I would like to see language in OBAG making the connection to the Coordinated Plan.	Addressed in Chapter 8.

**MTC Policy Advisory Council, Equity and Access Subcommittee****Wednesday, September 12, 2012 9am**

MTC staff asked for input on the following:

1. Documentation of transportation gaps
2. Draft summary list of priority solution categories

Category	Comment/Question	Response
Transportation gaps	Please add intermodal transportation issues. Using transit with a bicycle continues to be an issue.	Addressed in Chapter 7.
Priority solutions	Information and assistance should be included.	Noted as a need in Chapter 6 and various potential solutions are listed under Mobility Management in Chapter 7.
General comment	Pedestrian and bicycles should be separated.	Pedestrian and bicycle needs, solutions, and strategies, are combined in some places where appropriate (e.g. broad policy issues) and separated out in others (specific solutions in Chapter 7 and strategies in Chapter 8).
Priority solutions	Make specific requirements to counties for fulfilling the role as a mobility manager.	Staff aims to define mobility management in this plan update. Certain state-mandated requirements already exist for CTSAs. Recipients of federal funding must report on program activities.
General comment	Provide a summary about the specific changes to MAP-21 and how it relates to the specialized transportation funds.	Staff will provide a summary of MAP-21 changes and accompanying FTA guidance.
Transportation gaps	Add veterans to the constituent groups for the Transportation gaps.	Veterans needs are summarized in Appendix G. Main focus of Chapters 6 and 7 continues to be populations targeted by federal fund sources subject to Coordinated Planning requirements.
General comment	Provide a more concrete schedule of outreach for the plan update.	Staff has updated the MTC Coordinated Plan webpage in order to collect input electronically and will provide an overall schedule on that page.
General comment	Stakeholders should make sure their comments for the update are being integrated into the plan.	An appendix of public comments and responses will be included in the Plan (Appendix F).
Priority solutions	Require that each county be responsible for mobility management functions.	Mobility management activities are listed as high priorities in Chapter 7 and county/subregional mobility managers as a strategy in Chapter 8.



Category	Comment/Question	Response
Plan update process	Electronic outreach can be done to stakeholders and transportation providers for the update.	An electronic survey of transportation providers was conducted in July and will continue until the final draft is presented for adoption. Staff has also update MTC's Coordinated Plan webpage, which allows stakeholders to provide input electronically. E-mail notifications will be distributed widely when the draft Plan is available for public comment.
Plan update process	Extend the public comment period by two weeks since it will be during the holidays (December).	The comment period will be adjusted so as not to conflict with the winter holidays.
General comment	The Lifeline Transportation Program is very important and should be protected in light of MAP-21.	Federal funds for JARC projects are no longer subject to coordinated planning requirements under MAP-21, but continue to be a regional priority for Section 5307 funding per MTC Res. 4072. Further discussion of JARC and the Lifeline Transportation Program is provided in Chapter 1.
Transportation gaps	Does the documentation of Transportation gaps include recently completed Community Based Transportation Plans?	Yes, plans reviewed are listed in Appendix B.
Transportation gaps	Transit amenities include removal of benches without much of a public review process, leaving elderly and disabled without a place to wait; how do we remedy? "Nice" bus stops are placed and supported through advertising dollars, meaning poor neighborhoods don't pencil out for nice stops.	Such needs are listed as unmet in Chapter 6. Placement of specific facilities are up to individual transit agencies.
Transportation gaps	MTC should enforce stronger complete streets policies and changes in how jurisdictions handle regular maintenance.	Complete Streets policies are a requirement under OBAG (MTC Res. 4035) as well as incentives for maintenance in high-growth areas. More discussion of OBAG and Complete Streets in Chapter 8.
Transportation gaps	It's not just about making 511 more robust, people don't even know it exists, don't have computers, don't know about community shuttles, etc.; there is great info already, but getting it to the end users is the real challenge; please address this in the plan.	Mobility management activities, listed as a priority solution in Chapter 7, include addressing information gaps, and referrals are an important aspect of this as described further in Chapter 8.

**Regional Mobility Management Group****Thursday, September 13, 2012 130pm**

MTC staff asked for input on the following documents:

1. Documentation of transportation gaps
2. Draft summary list of Priority Solution categories

Category	Comment/Question	Response
Transportation gaps	Document the new needs under the Affordable Care Act.	Incorporated into Chapter 8.
Priority solutions	Focus on mobility management as a regional solution.	Mobility management activities are a high-priority solution in Chapter 7 and a regional strategy in Chapter 8.
Priority solutions	Reinforce that transit agencies should implement cost-saving measures through more mobility management activities.	Not addressed directly for transit agencies in this plan. Transit agencies were the focus of the Transit Sustainability Project ADA Paratransit Study, whose recommendations were incorporated into Chapter 8.
Transportation gaps	Add lack of volunteer driver programs to Transportation gaps.	Included in Chapter 6 as well as Chapter 7.
Priority solutions	Volunteer driver programs are not miscellaneous and should be in its own category.	Added both as a gap in Chapter 6 and re-categorized in Chapter 7.
Transportation gaps	Make categories broader to include medical transportation and transportation for veterans.	Focus of the Coordinated Plan projects are those eligible for Federal funds subject to coordinated planning requirements. Similarities across needs are addressed in Chapter 6 and benefits of broader coordination with other transportation services is noted in Chapter 8.
Priority solution/ General comment	There is currently no incentive for transit operators to coordinate services. The Coordinated Plan, short-range plans and the TSP should be tied together.	Incentives to incorporate mobility management into SRTPs could be considered for future SRTP guideline updates. Mobility management connections between the Coordinated Plan and the TSP are noted in Chapter 8.
Plan update process	Would like to see more questions for the provider inventory survey, such as capacity and waitlist issues.	Beyond the scope of this survey effort but could be incorporated into county/subregional implementation planning discussed in Chapter 9.
Priority solutions	Transit fare discounts should not be taken from program activities.	Transit fare discounts are listed because affordability continues to be a highly cited gap for consumers, particularly those with low-incomes.



Category	Comment/Question	Response
Priority solutions	Transit fare discounts take away from coordination and cost saving.	Transit fare discounts are listed because affordability continues to be a highly cited gap for consumers, particularly those with low-incomes.
Priority solutions	Pitting transit fare discounts against program activities should be captured in the coordinated plan.	Transit fare discounts are listed because affordability continues to be a highly cited gap for consumers, particularly those with low-incomes.
General comment	Don't label transportation as social service; it is survival service.	The plan attempts to emphasize the vital nature of transportation services for all transportation-disadvantaged and transit-dependent users.
Priority solutions	Do not prioritize one thing over another.	A wide variety of potential solutions is included in Chapter 7 with the recognition that local needs and priorities can differ from those identified and prioritized at the regional level.
General comment	Use categories such as door through door, curb to curb, and transit to categorize a family of services.	Chapter 7 lists projects generally by what kind of agency or organization might provide them: public transit, private for-profit or non-profits, mobility managers, etc.
General comment	MTC is giving money to jurisdictions through OBAG but is not asking for anything in return; should ask for coordination.	OBAG policies are generally geared toward improving accessibility through complete streets policies and improved transportation/land use coordination, both key coordination strategies as described in Chapter 8.
Priority solutions	We should fund transit infrastructure first, then provide fare subsidies; We are still building infrastructure.	Both capital and operational projects are included in the plan, and ranked within the regional priority framework.
General comment	Provide a definition for mobility management.	Included in Chapter 8.

**AC Transit Accessibility Advisory Committee****Tuesday, October 9, 1:00pm**

MTC staff asked for input on the following:

1. Documentation of transportation gaps
2. Discussion of potential solutions

Category	Comment/Question	Response
General comment	Loss of ADA paratransit when fixed route services are cut is a tremendous burden especially for those who cannot readily move.	Noted as a general issue; restoration of cut service is listed as a priority solution in Chapter 7.
Transportation gaps	Improve transfers between transit systems, especially timing. Some routes run so infrequently now that waits of almost an hour are typical.	Need for better coordination addressed in Chapter 6.
Transportation gaps	Suggest changing layover times/locations to common transfer points to improve riders' ability to time connections.	Need for better coordination addressed in Chapter 6.
General comment	How does ACTC's Measure B1 fit into the funding covered by the plan?	Can be used on its own to fund projects or as match for federal funds as described in Chapter 1.
Transportation gaps	Bus bunching is a problem.	Inconsistent reliability noted as a need in Chapter 6
Transportation gaps	The overall financial crunch is affecting fixed-route service as well as ADA paratransit, especially for riders in less populated, outlying areas. It increases the burden for all people, but especially those with disabilities, to access the routes.	Addressed as a spatial gap in Chapter 6.
Transportation gaps	Need space for more wheelchairs, not just more space for larger wheelchairs.	Included in Chapter 6.
Transportation gaps	The need for transportation services to drop children off at school or daycare also applies to parents with disabilities, and increasingly seniors who are primary caregivers.	Included in Chapter 6.

**San Mateo Paratransit Coordinating Council****Tuesday, October 9, 2012 1:30pm**

MTC staff asked for input on the following:

## 1. Documentation of transportation gaps

Category	Comment/Question	Response
Transportation gaps	Inter-jurisdiction travel on paratransit is difficult because fares and method of payment differ.	Included in Chapter 6.
Transportation gaps	The public should be educated to give up their seats for seniors and disabled.	Though not as general as a public education campaign, driver training is included as a solution in Chapter 7.
Transportation gaps	Paratransit connectivity should be improved.	Included in Chapter 6.
Transportation gaps	Same day paratransit service should be added or increased.	Enhanced paratransit service is listed as a solution in Chapter 7.
Transportation gaps	Sidewalks, better crosswalks need to be improved at transit stops.	Included as a solution in Chapter 7.
Transportation gaps	Safety measures, accessible restrooms and phones at stops, but particularly paratransit transfer stops.	Included as a solution in Chapter 7.
Transportation gaps	Travel training or station ambassadors should be available at busy or confusing stations.	Travel ambassadors are included as a solution in Chapter 7.
Transportation gaps	Real time escalator/elevator status update announcements are helpful, but should provide more information about where to get out.	Included under general information/assistance gaps noted in Chapter 6.
Transportation gaps	511 does not have a keyboard option. This causes problems when you are trying to get information but are located in a busy, loud place.	Could be considered for improvements to regional 511 system as listed in Chapter 7.
Transportation gaps	Fares should be standardized and lowered.	Addressed in Chapters 6 and 7.
Transportation gaps	Door-to-door service and/or door-through-door service should be increased.	Enhanced paratransit service included as solution in Chapter 7.
Transportation gaps	Level boarding is preferable to ramps.	Will add to Chapter 6.
Transportation gaps	Drivers should provide mobility assistance on paratransit.	Enhanced paratransit service included as solution in Chapter 7.



**Santa Clara Valley Transportation Authority (VTA)****Accessibility Committee****Wednesday, October 10, 2012 1:00pm**

MTC staff asked for input on the following:

1. Documentation of transportation gaps
2. Discussion of potential priority solutions

Category	Comment/Question	Response
Transportation gaps	Physical barriers to bus stops need to be removed. Often, there is not a clear path of travel on sidewalks, and sidewalks are deteriorating.	Addressed in Chapters 6 and 7.
Transportation gaps	VTA buses tend not to have enough room for wheelchairs on buses.	Addressed in Chapter 6.
Transportation gaps	511 is not robust enough.	Enhancements to regional information sources like 511 are a proposed solution included in Chapter 7.
Transportation gaps	Existing crosswalks are not sufficient.	Addressed in Chapters 6 and 7.
Transportation gaps	Bus shelters are really important, particularly in extreme weather.	Addressed in Chapter 6.
Transportation gaps	The location of temporary bus stops (during construction) are not thought out. Often, located in places that are difficult for people with disabilities.	Decisions regarding specific construction-related activities are outside the scope of this plan, but can be taken up with individual transit agencies.
General comment	OBAG grants should have to coordinate with these projects and should also hold pedestrian/bike projects equally competitive.	Outside the scope of the Coordinated Plan but could be considered for future OBAG grant cycles.
General comment	There is disappointment that MTC did not approve the low-income pass for Santa Clara County.	Fare discounts are addressed in Chapter 7, including a discussion of MTC's vs. local operators' roles.
Transportation gaps	There is not enough funding for before and after school transportation for children who are English language learners and disabled.	Addressed in Chapter 6.
General comment	The Coordinated Plan is to coordinate funding, not push school transportation and low-income pass funding back to transit. Local jurisdictions should help pay for these projects.	This is an example of a mobility management activity, which is proposed as a priority solution under this Plan update.
General comment	MTC should create a regional policy for accessible vehicles and taxis.	This is beyond MTC's jurisdiction but efforts to encourage these efforts are documented in Chapter 8.

**East Bay Paratransit Service Review Advisory Committee****Tuesday, November 6, 2012 1:00pm**

MTC staff asked for input on the following:

1. Documentation of transportation gaps
2. Discussion of potential priority solutions

Category	Comment/Question	Response
Transportation gaps	Benches are needed more than ever now that waits between buses are often much longer due to service cuts.	Need included in Chapter 6.
Priority solutions	Fixed route transit service should be restored where it has been cut, before new services are added; fixed-route impacts ADA paratransit too.	Included as a priority solution in Chapter 7.
Transportation gaps	Better coordination between paratransit providers.	Included in Chapter 6. Paratransit coordination requirements are addressed in MTC Res. 3866, MTC Transit Connectivity Plan.
Transportation gaps	Schedule requirements don't always permit calling by 5pm the day before a paratransit trip.	Enhanced paratransit service, including same-day trips, included as a solution in Chapter 7.
Transportation gaps	Not all paratransit services other than those provided under ADA are truly accessible.	Federal standards dictate accessibility requirements for public transit services as well as vehicles acquired under FTA's 5310 program.
Transportation gaps	Transportation for youth and children is also an issue for parents/guardians with disabilities.	Included in Chapter 6.
Transportation gaps	Most gaps listed in the original Coordinated Plan have not been resolved. What progress has been made?	Many projects have addressed gaps in specific places if not everywhere in the region. A summary of specific activities funded under the original Coordinated Plan is provided in Chapter 4.
Priority solutions	Feasibility and efficiency should be examined as criteria for spending valuable federal dollars.	Preliminary evaluation criteria, including implementation and cost-effectiveness, are described in Chapter 7.
Priority solutions	Driver training is important.	Included as a priority solution in Chapter 7.
Transportation gaps	Wait times are inconsistent for paratransit trips.	Included in Chapter 6.
General comment	Ensure progress is being made on addressing these gaps. How will progress be shown over time?	Can be challenging at the regional level but federal guidelines require reporting on program-specific activities such as trips served and customer contacts.

**County Connection Advisory Committee****Friday, November 9, 2012 9:30am**

MTC staff asked for input on the following:

1. Documentation of transportation gaps
2. Discussion of potential solutions

Category	Comment/Question	Response
Transportation gaps	The needs summary seems to address most major issues already identified.	No response.

**San Francisco Paratransit Coordinating Council****Wednesday, December 5, 2012 10:30am**

MTC staff asked for input on the following:

1. Documentation of transportation gaps

Category	Comment/Question	Response
Transportation gaps	Driver training is crucial.	Included as a need in Chapter 6 and a potential solution in Chapter 7..
Transportation gaps	There is a need for more ramp vehicle taxis.	Included as a need in Chapter 6 and a potential solution in Chapter 7.
Transportation gaps	Taxi service should be increased in San Francisco.	Included as a solution in Chapter 7.
Transportation gaps	There is a need for isolation reduction programs.	Need for support in independent living noted in Chapter 6. Many transportation solutions listed in Chapter 7 are intended to facilitate community participation and engagement.
Transportation gaps	Drivers of ramp vehicles should receive subsidies. The gas costs more and the loading time is longer.	These and related issues are noted in Chapter 7.
Transportation gaps	Elevator service in transit stations is inadequate. There should be more elevators.	Noted in Chapter 6.
Transportation gaps	There should be signage at transit station entrances for escalator/elevator status.	Noted in Chapters 6 and 7.
Transportation gaps	There is a need for loading/waiting zones for taxis, vans, and ramp vehicles at transit stops.	Noted in Chapter 6.
Transportation gaps	There should be bathrooms for drivers at transit stations.	Noted in Chapter 6.
Transportation gaps	511 is unusable. It also gives mistaken information.	Outside the scope of this Plan, but specific issues related to 511 can be directed to <a href="http://511.org/about-511-suggestions.asp">http://511.org/about-511-suggestions.asp</a>



Category	Comment/Question	Response
Transportation gaps	Each operator has its own website providing information to the public. Each website relies on different information sources to provide that information. The information should be improved and consolidated.	Enhanced information services noted as a need in Chapter 6 and specific solutions are listed in Chapter 7.
Transportation gaps	The public should be educated on how to ride transit and on the needs of the disabled.	Noted in Chapter 6.
Transportation gaps	It is not clear what is meant by “Strategies and incentives are needed to promote access to autos and to maintain them in safe operating order.”	More detail provided in Chapter 6.
Transportation gaps	Cyclists should be educated and licensed. Many cyclists break the law and are dangerous to pedestrians.	Pedestrian safety issues and potential conflicts noted in Chapter 6.
Transportation gaps	Bicycles should be registered like cars.	Beyond the scope of the Coordinated Plan.
Priority solutions	Do not fund more programs for bicycles.	Eligibility for funding depends on program.
Transportation gaps	There is a need for bike signals at intersections.	Noted in Chapter 6.
Transportation gaps	There should be increased enforcement and greater penalties for cyclists who break the law.	Targeted enforcement aimed at pedestrian safety is included as a solution in Chapter 7.
Priority solutions	There should be funding/programs to address collisions between cyclists and pedestrians.	See above.
Transportation gaps	Transit affordability continues to be a huge problem.	Noted in Chapter 6 and included as a potential solution in Chapter 7.
Priority solutions	There should be subsidies to lower the cost for an accessible taxi.	Fare issues for passengers noted in Chapter 6. Cost issues for providers noted in Chapter 7.
Transportation gaps	Transit stops are too far apart. They can be as far as four blocks away from one to the next.	Noted in Chapter 6; flag/courtesy stops included as a potential solution in Chapter 7.
Priority solutions	There should be a greater discount for low-income transit riders.	Noted in Chapter 6 and included as a potential solution in Chapter 7.



**Alameda County Paratransit Technical Advisory Committee    Tuesday, December 11, 2012 9:30am**

MTC staff asked for input on the following:


1. Documentation of transportation gaps
2. Discussion of priority solutions

Category	Comment/Question	Response
Plan Update process	Include the process from the TSP Paratransit Study as well as the findings.	Incorporated into summary information provided in Chapter 8
General comment	Will a definition of “mobility management” be included?	Both MTC and FTA definitions provided in Chapter 8.
Priority solutions	What is the relationship of the San Leandro LINKS shuttle to the Plan and fund sources?	LINKS has been funded by FTA JARC funds, described in Chapter 1.
General comment	Ability to age in place is critical and cross-cutting in terms of avoiding the high social and monetary costs of institutionalization.	Included in Chapter 8.
Priority solutions	Is funding available for language assistance programs?	Examples of language-assistance informational projects provided in Chapter 7. Nondiscrimination on the basis of national origin in the provision of services by recipients and subrecipients of federal funding is a federal requirement.

**Web Outreach**

In addition to providing comments at stakeholder meetings, the public was able to provide comment on transportation gaps and solutions throughout the Plan update outreach process beginning in September 2012, and could sign up for e-mail updates about the planning process via MTC’s website. No comments were received by e-mail. Nine requests were received to be added to the mailing list for future communications on the Coordinated Plan update process.





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Coordinated Public Transit / Human Services Transportation Plan

2012 Coordinated Public Transit—Human Services Transportation Plan Update

**September 2012**

MTC is currently conducting an update to the Coordinated Public Transit-Human Services Transportation Plan (the "Coordinated Plan"). This Plan seeks to improve transportation coordination in the region to address the transportation needs of older adults, persons with disabilities and low-income individuals. The Plan will establish priorities to inform funding decisions for specialized transportation services.

**Coordinated Plan Background**

Based on requirements outlined in the Safe, Accountable, Flexible, Efficient Transportation Equity Act (SAFETEA), MTC completed a Coordinated Plan in 2007 to identify regional funding priorities for FTA's Section 5316 Job Access and Reverse Commute program (for low-income populations), Section 5317 New Freedom program (for persons with disabilities), and Section 5310 program (for seniors and persons with disabilities). Since the Plan's adoption, over \$33 million in funding coming to the Bay Area from these programs supported projects derived from the Coordinated Plan.

The Plan update will continue to focus on the needs of a broad range of transportation-disadvantaged populations in order to maximize opportunities to improve service coordination between public transit and human service transportation providers, even as these specialized federal programs and their respective coordination requirements have shifted somewhat under the new federal transportation authorization bill, [MAP-21](#).

**Coordinated Plan Update Activities**

The 2012 Plan update will include a summary of existing transportation resources, document unmet transportation needs, and assess recent changes in the transportation service landscape for transportation-disadvantaged populations. New data from the Census Bureau will be incorporated, as well as innovative strategies from other statewide, regional, or local efforts. New information on veterans' transportation programs will be included, and the designation process for Consolidated Transportation Services Agencies (CTSAs) will be clarified.

**Inventory Update of Transportation Service Providers**

One element of this Plan update includes the documentation of the available transportation resources within the region. A brief survey has been sent to a range of agencies that provide specialized transportation to collect basic information about those programs. While the resulting transportation inventory is not meant to be an exhaustive tool for coordination, it will support the documentation of current service parameters, geographic coverage and beneficiaries of the services. The survey will be available until October 31, 2012, and can be accessed at: [www.MTCPlanUpdate.it](#). We encourage transportation service providers to complete the survey.

**How to Get Involved**

Have ideas on how to improve public transit and human service transportation coordination in the region? Want to weigh in on how to prioritize regional transportation needs and solutions for seniors, people with disabilities, and low-income users? You can participate in the Plan Update process. [Sign up to receive email alerts here.](#)

Comments can also be sent directly to Drennen Shelton at [dshelton@mtc.ca.gov](mailto:dshelton@mtc.ca.gov) or mailed to:

Attn: Drennen Shelton  
MTC  
101 Eighth Street  
Oakland, CA 94607

**Next Steps: Draft Plan Release**

Following initial outreach on updated regional needs and priorities, the public will also have the opportunity to provide comments on the Draft Plan Update, prior to Commission adoption of the Plan Update this winter.

If you need a sign language interpreter, if English is your second language and you need translation services, or if you require any other type of assistance please contact us by calling 510.817.5757 or 510.817.5769 for TDD/TTY. We require at least three days' notice to provide reasonable accommodations.

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或致電TDD/TTY電話510-817-5769。

我們要求獲得至少三天提前通知才能提供合理的配合安排。

**Draft Plan Public Comment Period****January 9, 2013 – March 8, 2013**

On January 9, 2013, the draft Coordinated Plan was released to the public for review and comment. The draft plan was posted on MTC's website, and over 700 stakeholders and interested members of the public were notified via email. MTC staff was available to stakeholder groups and made presentations on the draft plan to:

- MTC Policy Advisory Council, Equity and Access Subcommittee (1/9)
- SFMTA Multimodal Accessibility Advisory Committee (1/17)
- Bay Area Partnership Transit Finance Working Group (2/6)
- Bay Area Partnership Accessibility Committee (2/11)
- AC Transit Accessibility Advisory Committee (2/12)
- MTC Policy Advisory Council (2/13)
- Regional Mobility Management Group (2/14)
- Alameda County Paratransit Advisory and Planning Committee (2/25)
- BART Accessibility Task Force (2/28)

Below are comments received during the public comment period of January 9, 2013 – March 8, 2013.

Category	Comment	Response
Transportation gaps	For Sonoma County a long awaited improvement is a universal fare medium. Clipper would make transit use easier for the Coordinated Plan's target populations. The hope is Clipper will deploy as SMART train service starts. Please include this in the plan. It is an important need.	Depending on funding availability, Clipper rollout could occur for Sonoma County bus systems in late 2015/early 2016. SMART plans to include Clipper capability when the line opens. Transit coordination is highlighted as an important need in the Plan.
General comment	Several SCTA Directors point out how frequently MTC maps chop off the northern part of the County---parts where some of "Coordinated Plan" type needs are the MOST acute! Please consider showing the entire MTC region on MTC maps.	Noted. Staff will make every effort to include all areas of the region.
Transportation inventory	On page 4-31 AARP for the Medford, Ashland & Grants Pass cities is included as an existing Sonoma County Transportation Resource. Why?	This entry was submitted during MTC's survey. It has been removed.
Transportation inventory	Southwest Adult Services is no more.	This entry has been removed.
Transportation inventory	Please make corrections to page D-9: Bay Area Community Services 1814 Franklin St 4th Floor, Oakland 94612 jweiss@bayareacs.org	Correction has been made.
Transportation inventory	The Council on Aging terminated their volunteer driver program.	This entry has been removed.





Category	Comment	Response
Transportation gaps	There should be a better connection between BART and the Broadway shuttle bus arrivals. Too often the bus is just leaving this very well-used bus stop as I get off the escalator. I then have to wait in the cold and/or rain for the next shuttle to arrive. A partial solution would be to erect a bus shelter at the northeast corner of 20th and Broadway like the large attractive one at the southwest corner. At least that would help us stay dry when it is raining.	Connectivity issues are noted in Chapter 6.
Transportation gaps	Insufficient pedestrian & bicycle access between Jack London Square/Chinatown, Oakland and Webster Street, Alameda.	Chapter 6 notes issue of safe routes for bicycles and pedestrians.
Transportation gaps	511 is not a usable system for the disabled community.	The 511 website was designed to be used with screen readers, and there is an Accessible Version of the 511 Transit page at <a href="http://transit.511.org/accessible/">http://transit.511.org/accessible/</a> . MTC is currently working to make the primary Transit page accessible. All transportation information available in the 511 telephone system can be accessed by hearing and speech-impaired callers by dialing 711, the national number to access Telecommunication Relay Services (TRS), where an operator can connect them to 511 and relay system responses back to the callers.
Transportation gaps	TTY is old technology.	Outside the scope of this Plan.
Transportation gaps	There should be better coordination among paratransit operators in the Bay Area.	Need for better coordination addressed in Chapter 6. Paratransit coordination requirements are addressed in MTC Res. 3866, MTC Transit Connectivity Plan.
Transportation gaps	There should be greater communication and coordination between the transportation systems.	Need for better coordination addressed in Chapter 6.
Transportation gaps	Meeting ADA standards is too minimal, as well as outdated.	Federal standards dictate accessibility requirements for public transit services. Enhanced





Category	Comment	Response
		paratransit services beyond the ADA are noted in Chapter 6 and 7 of the plan. Projects providing services beyond the ADA are eligible for funding under the FTA Section 5317 New Freedom program and Section 5310 Mobility of Seniors and Individuals with Disabilities program.
Transportation gaps	There needs to be more ramp taxis.	Included as a need in Chapter 6 and a potential solution in Chapter 7.
Transportation gaps	Accessible taxis are too expensive.	Included as a need in Chapter 6 and a potential solution in Chapter 7.
General comment	There is a lot of talk about the senior population. Does the plan include information on the disabled population?	Chapter 3 includes demographic information on the disabled, senior and low-income population.
Transportation gaps	Many shopping centers are difficult to access because bus stops are located outside of the parking lot, or are not allowed to enter. Many large shopping centers have only one bus stop.	Promoting Complete Streets, and the integration of transportation and land use decisions is noted as a strategy in Chapter 8.
Transportation gaps	Nothing is being done to address the paratransit shortfalls due to transit cutbacks.	Paratransit is required to be provided along the same routes and during the same hours that fixed route service operates. Projects providing services beyond the ADA are eligible for funding under the FTA Section 5317 New Freedom program and Section 5310 Mobility of Seniors and Individuals with Disabilities program.
Transportation gaps	Paratransit is not demand responsive enough. A trip that would take a car takes much longer on paratransit.	The limitations of paratransit are noted as a gap in Chapter 6.
Transportation gaps	Path of travel issues continue to be a big problem, particularly in that "last mile". Curbs are not cut, surfaces are uneven. This exists in both rural and urban areas.	Pedestrian access and land use coordination are noted in chapters 6, 7 and 8.
General comment	Any new legislation MTC considers backing in the future should have dedicated funding for senior transportation.	Chapter 8 includes identifying and working with legislators willing to sponsor statewide legislation to address coordination and/or improve transportation funding.



Category	Comment	Response
Demographic profile	It would be helpful to see a percentage of growth for the senior population per county.	The percent change in proportion of the older adult population by county is on page 3-10.
Other	The region's transit agencies should have an automatic set aside in their budgets for travel training.	Outside the scope of this plan, however, travel training is noted in chapters 7 and 8
Other	TDA and STA funds should go to agencies providing paratransit, not just transit agencies.	Outside the scope of this plan.
Other	Does this plan address emergency planning for health and human service agencies?	Emergency planning is outside the scope of this plan, but can be considered during plan implementation, specifically as part of each county's mobility management implementation.
Other	Please add the Policy Advisory Council's Equity and Access Subcommittee's recommendations to the staff report to the Commission in March.	The Equity and Access Subcommittee's recommendations have been included in the March staff report to the Commission.
Strategies to enhance coordination	This plan recommends promoting walkable communities and complete streets policies. How do we start thinking about using transportation funding to address land use decisions?	The plan specifically calls out MTC's One Bay Area Grant Program (OBAG), which was established in May 2012. The OBAG program allows investments in transportation categories such as Transportation for Livable Communities, bicycle and pedestrian improvements, and local streets and roads preservation, and requires cities to adopt a complete streets policy to be eligible for funding. Further, OBAG emphasizes investments in Priority Development Areas, and rewards jurisdictions for building housing in Priority Development Areas.
Existing resources	Does the plan provide the breakdown of previously funded fixed route service that was new, as opposed to already established routes?	Chapter 4 provides a breakdown of funding by project type, but does not distinguish between new or continuing service.
Implementation	MTC should be aware of mobility management efforts in each county and provide oversight to those efforts. It would be good for MTC to facilitate a report on those efforts every six months.	This can be considered during plan implementation.



Category	Comment	Response
Implementation	The Regional Mobility Management Group is an adhoc group that meeting every other month. Perhaps this group should be formally recognized by MTC.	This can be considered during plan implementation.
Strategies to enhance coordination	It is important not to lose local solutions in the regional approach to mobility management.	The strategy to strengthen mobility management in Chapter 8 is intended to provide a regional framework, while still allowing each county to tailor local solutions.
Solutions to gaps	Will mobility management be prioritized over other solutions presented in the plan?	The plan presents general and preliminary guidance for regional prioritization, and recognizes that solutions may be weighted differently in a local context.
Solutions to gaps	It is important not to lose local, innovative solutions within mobility management to capital and transit operations projects.	The plan presents general and preliminary guidance for regional prioritization, and recognizes that solutions may be weighted differently in a local context.
Other	MTC should use discretionary funding to supplement mobility management activities, instead of relying only on JARC, New Freedom and Section 5310.	Chapter 8 discusses use of STA funding in the Lifeline Transportation Program to support mobility management activities. MTC could evaluate use of other funds for this purpose as implementation efforts progress and with consideration of impacts on other regional priorities.
Solutions to gaps	There should be a provision for neighborhood-based programs for small experimental transportation projects. Small projects like this can get lost on a larger city level.	Possible solutions have been identified to address gaps in Chapter 6.
Solutions to gaps	Is paratransit beyond ADA prioritized as a solution, or eligible for funding?	Included as a need in Chapter 6 and a potential solution in Chapter 7
Transportation inventory	The plan does not document a baseline of all the mobility management activities currently going on in the region. This is necessary to understand how to move forward with mobility management planning.	Chapter 4 and Appendix D documents existing transportation resources. A more focused documentation of existing mobility management activities can be included in plan implementation.
Strategies to enhance coordination	The pedestrian/land use recommendation is very important. There doesn't seem to be any locally published data on how these types of projects benefit elderly and	Noted in Chapter 8 are tools and studies related to pedestrian/bicycle planning.



Category	Comment	Response
	disabled populations.	
Strategies to enhance coordination	Chapters 7 and 8, and Appendix C outline potential ideas to address coordination and transportation service gap needs with an emphasis on mobility management centers. This is helpful in a larger regional view, however, there the plan should focus on coordination activities available to small and medium sized social service and specialized education non-profits.	The strategy to strengthen mobility management in Chapter 8 is intended to provide a regional framework, while still allowing each county to tailor local solutions.
Strategies to enhance coordination	Add a matrix or checklist to the document to guide agencies on how to propose appropriate coordinating efforts with allied agencies, mobility management centers or CTSAs. This would be helpful to agencies seeking funding for coordination activities.	This can be considered during plan implementation.
Strategies to enhance coordination	Include more recent information for Marin Transit's taxi programs in Chapter 8.	Updated information has been added.
Transportation gaps	Seniors and people with disabilities often need short-term transportation services (similar to paratransit) when discharged from the hospital. They may just need immediate transportation home upon discharge and/or a few weeks of transportation to medical appointments.	Non-emergency medical transportation and premium ADA paratransit service are both listed as solutions in Chapter 7.
Transportation gaps	Seniors and people with disabilities need transportation to get to medical appointments, shopping and other destinations without transferring. Transferring on MUNI is hard and makes the trip longer and requires more energy and effort.	Shuttles, jitneys, or circulators to shopping, medical facilities, and local services are listed as solutions in Chapter 7.
Other	Emergency plan for seniors should be included.	Emergency planning is outside the scope of this plan, but can be considered during plan implementation, specifically as part of each county's mobility management implementation.
Transportation gaps	Some MUNI lines need more frequent service.	Included as a gap in Chapter 6.



Category	Comment	Response
Transportation gaps	Need benches at bus stops.	Included as a gap in Chapter 6.
Transportation gaps	Senior Centers need transportation to activities to keep seniors engaged and active, such as the zoo, shopping, lunch, movies. Seniors become isolated when they can't get out into the community.	Help for community organizations to expand service is noted as a solution in Chapter 7.
Other	Most senior centers don't have the resources to run their own transportation program, but would like to participate in a coordinated transportation program.	Help for community organizations to expand service and coordinate services are both noted as solutions in Chapter 7.
Transportation gaps	Bus shelters have limited space and often people using wheelchairs get squeezed out of the shelter because there's not enough room. Shelters need more room.	Bus shelters are listed as a need in Chapter 6 and as a solution in Chapter 7.
Transportation gaps	Seniors have a very hard time getting into and out of SUV's that are used in the SF Taxi fleet. It is hard for seniors to step up into the vehicle and they would like to be able to request a sedan.	Accessible taxis are included as a need in Chapter 6 and a potential solution in Chapter 7.
Transportation inventory	Please add a by county list to Transportation Inventory in Appendix D.	A new list, by county, has been added to Appendix D.
Veterans transportation	Why are veterans included in this plan?	Veterans are included in this plan as a response to the growing veteran population and their transportation needs in the region. The Federal Transit Administration has also recently issued funding opportunities to address veterans' transportation needs.
Veterans transportation	Why can't veterans ride the transportation services everyone else does?	Veterans, like any member of the public may ride public transportation. However, veterans are included in this plan as a response to the growing veteran population and their specific transportation needs.
Transportation gaps	A major transportation gap is that most scooters and large wheelchairs do not fit in accessible vehicles.	The ability to accommodate "uncommon" wheelchairs or other mobility devices is included in Chapter 6. Additional wheelchair spaces on transit vehicles and assistance for taxicab companies to



Category	Comment	Response
		acquire vehicles that accommodate larger wheelchairs and scooters are both included in Chapter 7.
General comment	How does this Coordinated Plan fit in with all the other plans in the region?	Findings and strategies from other plans, such as the Transit Sustainability Project, have been incorporated into chapters 6, 7, and 8. A list of plans incorporated into this planning effort can be found in Appendix B.
Transportation gaps	Some passengers with disabilities on fixed route transit get harassed by other passengers, for example being told they belong on paratransit, but paratransit is not the best option for all persons with disabilities.	Though not as general as a public education campaign, driver training is included as a solution in Chapter 7.
Transportation gaps	Information about transportation services needs to be available as an app or some other common platform, and integrate seamlessly for the user across jurisdictions. Taking a county-based approach to providing transportation information doesn't reflect that many people travel across county lines for many trips, especially those who live near county boundaries.	Enhanced regional information and referral systems are both listed as solutions in Chapter 7.
Transportation gaps	Transferring between paratransit systems is inconvenient, time-consuming, and costly.	This is noted as a transportation gap in Chapter 6.
Transportation inventory	Please make corrections to program descriptions in Chapter 4 and Appendix D for Lamorinda Spirit Van.	The corrections have been incorporated in Chapter 4 and Appendix D.
Transportation inventory	Please make corrections to the descriptions and entries for services in Solano County.	The corrections have been incorporated in Chapter 4 and Appendix D.
Solutions to gaps	Add "Develop and/or expand existing technological solutions to manage the coordination of Human Services transportation (e.g. expand current taxi debit card system in SF to include transportation for Human Services programs such as SF General)."	Funding for specific technological improvements and Intelligent Transportation Systems (ITS) improvements that enhance service are included in Chapter 7.
Transportation gaps	There is a gap in service for seniors and people with disabilities recently discharged from the hospital who may not be eligible	This has been noted as a gap in Chapter 6, and included as a solution in Chapter 7.



Category	Comment	Response
	for paratransit service but who need short term service to medical appointments to bridge the gap from hospital discharge and successful recovery at home.	
Transportation gaps	There is a gap in service for seniors and people with disabilities who are vulnerable to social isolation and reduced health outcomes as a result of isolation. The risk of isolation tends to increase with age. Transportation to social events and activities can be critical to help maintain social connections for seniors and people with disabilities.	Need for support in independent living noted in Chapter 6. Many transportation solutions listed in Chapter 7 are intended to facilitate community participation and engagement.
Transportation gaps	The increase of bicycling as a mode of transportation has created some conflicts between people riding bicycles and pedestrians, particularly seniors and people with disabilities, in San Francisco. Coordination and planning activities with stakeholders are needed to develop access guidelines for bikeways and other shared right of way spaces. Educational opportunities where one can discuss the rules and expectations in regards to pedestrians, motorists and bicyclists should also be explored.	This is noted as a gap in San Francisco County in Appendix F. Targeted law enforcement to improve pedestrian safety is included as a solution in Chapter 7. The integration of transportation and land use planning is identified as a key strategy in Chapter 8. Project eligibility is determined by requirements of the fund sources subject to the plan.
Solutions to gaps	Fund as-needed planners that could be managed by MTC to help support coordination and mobility management activities. Make these planners available on short-term basis to agencies doing mobility management planning.	Project eligibility is determined by requirements of the fund sources subject to the plan. This is not currently eligible, but can be considered during plan implementation using other fund sources.
Solutions to gaps	Fund an as-needed planner at MTC to help support coordination activities	Project eligibility is determined by requirements of the fund sources subject to the plan. This is not currently eligible, but can be considered during plan implementation using other fund sources.
Solutions to gaps	Coordinate transportation to cultural and social activities for seniors and people with disabilities	Need for support in independent living noted in Chapter 6. Many transportation solutions listed in Chapter 7 are intended to facilitate community participation and





Category	Comment	Response
		engagement.
Implementation	Add “support cost-sharing agreements for direct intercounty service” under Transfer Assistance to help with multi-operator paratransit trips and transfers.	Included under Implementation issues in Appendix H.
Implementation	Funding for emergency evacuation section should be expanded to a broader focus, not just evacuation. Emergency planning has come up as a topic of interest in our outreach session in SF. Emergency preparedness is an important topic, but please expand beyond evacuation. Needs to include funding for training and table top and simulated exercises	The need for emergency planning and evaluation has been noted in Chapter 7 and Appendix H. County-based emergency planning can be considered during plan implementation.
Solutions to gaps	Bicycle assistance and safety training should include a component on sensitivity to seniors and people with disabilities.	Pedestrian safety issues added under Gaps Addressed in Appendix H.
Transportation gaps	Develop an inter-county plan for how to handle a situation where a fixed route customer's mobility device breaks down in a county other than their own, and they require one time emergency Paratransit services to get themselves and their broken mobility device back to their residence.	Included as a gap in Appendix F.
Transportation gaps	There is a lack of paratransit service to SFO.	Included as a gap in Appendix F.
Transportation gaps	There is a need for same day service in San Mateo County. It is currently not available because of lack of funding and capacity constraints. This could include all types of trips. Same day service is a high priority in San Mateo County and should be addressed in this plan.	Same day ADA service is listed as a need in Chapter 6, and premium ADA same day service is listed as a solution in Chapter 7.
Solutions to gaps	Same day service trips should be focused on short (versus long distance) trips and could be funded with a fixed subsidy or a percentage of the cost of the trip. A set dollar amount or cap could be set aside to pay for these trips.	Premium ADA same day service is listed as a solution in Chapter 7. Programmatic details, such as subsidies and costs are left to the discretion of project sponsors.
Other	The plan should consider dedication of resources that could be applied for	Federal standards dictate accessibility requirements for





Category	Comment	Response
	alternative language needs – be it for meetings, public hearings, or for written information. Individual counties or transit agencies could apply for these funds to help pay for such services when the needs arise for alternative formats, language and other special needs.	language to ensure meaningful language access to persons who are limited English proficient and/or disabled. Project eligibility is determined by requirements of the fund sources subject to the plan, and language assistance is not currently eligible under those fund sources. The plan does discuss mobility management as a strategy to enhance coordination throughout the region, a key aspect of which is providing information and assistance to individuals in need of transportation services, which could include language formats and translations as necessary.
Transportation gaps	There are many barriers to inter-county travel such as different fare structures, method of communication, transfer locations / security issues, arranging for trips among others. Recognizing this is a large issue, the plan should begin to develop a strategy and timeline for addressing the barriers to inter-county service in order to build confidence in ridership. Please make this a high priority in the Plan.	Multi-agency coordination is highlighted as an important need in the Plan, and is addressed in Chapter 6 - 9, and Appendix H.
Strategies to enhance coordination	Mobility management will look slightly different in each community, and the region would be best served by providing technical assistance to counties to help local communities develop appropriate mobility management solutions.	The strategy to strengthen mobility management in Chapter 8 is intended to provide a regional framework, while still allowing each county to tailor local solutions.
Transportation gaps	Add emergency preparedness planning and training to assist transportation providers in planning, training, and communicating in order to interact with Regional Emergency Control Centers during an event.	The need for emergency planning and evaluation has been noted in Chapter 7 and Appendix H. County-based emergency planning can be considered during plan implementation.
Solutions to gaps	Provide additional venues/means to obtain discount Clipper Cards in Sonoma County.	Depending on funding availability, Clipper rollout could occur for Sonoma County bus systems in late 2015/early 2016. SMART plans to include Clipper capability when the



Category	Comment	Response
		line opens. Transit coordination is highlighted as an important need in the Plan.
Solutions to gaps	Training for older drivers should include access to “CarFit” programs.	Training for older drivers is included as a solution in Chapter 7.
Solutions to gaps	Wheelchair breakdown service should specify transportation in event of inoperable mobility device, as opposed to repair.	Wheelchair breakdown service that would provide a ride home or to a repair facility is included as a solution in Chapter 7.
Solutions to gaps	Localized mobility device-sharing programs should specify access to repair and/or loan/sharing for mobility devices.	Included as a solution in Chapter 7.
Solutions to gaps	Include eligibility certification processes to “Sharing of provider training and methods to improve paratransit service quality and consistency”.	Included as a solution in Chapter 7.
Strategies to enhance coordination	The definition provided on page 8-3 (“Mobility Management: MTC’s View”) should include a key component that is indicated in the FTA view, that mobility management should identify when appropriate transportation resources are not available, and assist in developing and implementing them.	Support for services/resources included in Chapter 8 in modified “MTC View” statement.
Strategies to enhance coordination	Since CTSA’s were eliminated in the Bay Area beginning in 1990, local agencies will need re-training and support, beyond Appendix C, on the definition and development of CTSA’s, in order to determine the appropriate agencies and if designations are promoted by MTC in the future.	This can be considered during plan implementation, specifically as part of each county’s mobility management implementation. MTC role in supporting institutional development is noted in Chapter 8.
Strategies to enhance coordination	Please qualify the last sentence in second paragraph as follows: “Travel training programs include a <u>spectrum of training levels ranging from</u> mobility orientation sessions, which are one-time sessions where transit service is introduced and transit skills taught, to one-on-one individualized training.	Included in Chapter 8.
Strategies to enhance coordination	“Coordinate Advocacy with Human Service Agencies to Identify Resources to Sustain Coordinated Transportation Service Delivery” is directed at utilizing regional efforts to promote statewide efforts to	Legislative focus clarified in Chapters 8 and 9 and in Executive Summary.



Category	Comment	Response
	better coordinated human services transportation, per federal directive. This is very encouraging, but the statewide and federal aspect has been emphasized in presentation, and should be articulated more clearly in the Executive Summary.	
Strategies to enhance coordination	Public agency and non-profit staff who work on senior/disabled transportation, bicycle/pedestrian concerns, and low-income/minority community transportation concerns are often working in separate spheres. Encouraging coordinated meetings and partnerships between these groups, possibly as a requirement for funding, would be valuable.	Need for improved coordination and outreach to broad range of stakeholders are noted in chapters 6 and 8, respectively. Additionally, this can be considered during plan implementation.
Transportation inventory	Pleasanton Paratransit Service is listed as being in Contra Costa County; it is in Alameda County.	Correction has been made.
Transportation gaps	Seniors have a difficult time getting in and out of SUV taxi cabs.	Accessible taxis are included as a need in Chapter 6 and a potential solution in Chapter 7.
Transportation Inventory	There is a mention of 22 agencies that report providing transportation service in multiple counties – it would be helpful if these 22 agencies were specifically mentioned in that section. (Inter-county travel can be a big issue for many folks, and it would be helpful to have a clear picture of which operators provide service in multiple counties.)	A list of transportation providers, by county has been added to Appendix D. Multi-county agencies are listed in each county service area.
Transportation Inventory	Please make corrections and additions to the entries for services in Sonoma County.	Corrections and additions have been made.
Strategies to enhance coordination	It is suggested to add text that emphasizes the importance of coordination and partnerships with entities that may operate on a for-profit basis, such as dialysis centers and residential facilities. Residential facilities may have transportation obligations, and might be relied upon to work in partnership/coordination with other transportation providers to meet the growing need for services for seniors and people with disabilities.	Need for improved coordination and outreach to a broad range of stakeholders are noted in Chapters 6 and 8. Specific partnerships can also be considered during plan implementation.



Category	Comment	Response
Strategies to enhance coordination	There are myriad mobility management programs emerging around the Bay Area, but one ongoing challenge is creating the institutional capacity to provide a long-term home for mobility management strategies. Designating CTSA is one approach, but it will be difficult for this approach to be effective if there are not local agencies with the institutional and financial capacity to take on this role. While there is some federal funding available to support mobility management efforts, there seems to be a big gap between (1) what can be accomplished using an initial New Freedom grant, and (2) developing the organizational capacity and partnerships to enable the mobility management function to become self-sustaining over the long-term and realize the fully benefits of the mobility management approach. Additional funding, in addition to hands-on technical support, appears to be needed to bridge this gap.	MTC support for institutional development is noted in Chapters 8 and 9.
Implementation	We ask that MTC keep local service providers and stakeholders engaged as partners and in support of developing locally tailored programs and approaches.	The strategies laid out in Chapter 8 are intended to provide a regional framework. MTC will work with each county, local service providers and stakeholders, towards implementing county-specific, local solutions.
Transportation inventory	Please insert additions to the entries for services in Alameda County.	The entries have been added to Appendix D.
Transportation gaps	Recognize that different parts of the region have different needs.	The strategy to strengthen mobility management in Chapter 8 is intended to provide a regional framework, while still allowing each county to tailor local solutions.
Implementation	MTC can advocate for changes to current state and federal legislation, new legislation, and new funding sources for special needs transportation. The need is rising quickly and as ongoing significant budget cuts to social and human service	Chapter 8 includes identifying and working with legislators willing to sponsor statewide legislation to address coordination and/or improve transportation funding.



Category	Comment	Response
	programs transfer responsibilities. At the same time, funding to develop and maintain coordinated transportation services is limited and often rare.	
Strategies to enhance coordination	The emphasis on designating CTSAs appears to be a “one size fits all” solution that may not be appropriate for all the counties in the region at this time. The emphasis should be on coordination of solutions that work in the particular counties given their existing public, non-profit and private transportation services and political, demographic and local funding constraints and opportunities.	The strategy to strengthen mobility management in Chapter 8 is intended to provide a regional framework, while still allowing each county to tailor local solutions.
Strategies to enhance coordination	The need and opportunity for CTSA designation varies greatly across counties. In San Mateo County, SamTrans completed a Senior Mobility Action Plan in 2006, and has worked well with cities, non-profit organizations, and health and human service agencies to develop mobility management solutions. SamTrans believes the coordination is working well amongst these agencies. Because there is no likely candidate for a CTSA, we do not believe there will be added value to have CTSA designation in San Mateo County.	The strategy to strengthen mobility management in Chapter 8 is intended to provide a regional framework, while still allowing each county to tailor local solutions.
Implementation	MTC has historically used the Coordinated Plan as the basis for funding new or pilot projects without providing a mechanism for continued funding beyond the demonstration period. This often limits the willingness and ability of organizations and public agencies to undertake innovative programs. MTC is encouraged to consider providing sustained funding for those innovative and/or pilot projects that have demonstrated the potential and ability to bridge the transportation and human service needs effectively.	This can be considered during plan implementation.
Implementation	The Bay Area demographic trends portrayed in the draft Coordinated Plan make a compelling case for the need for additional funding to address the needs of our low-income residents, aging population, and persons with disabilities. This trend	Chapter 8 includes identifying and working with legislators willing to sponsor statewide legislation to address coordination and/or improve transportation funding.



Category	Comment	Response
	provides the basis for MTC and the region to continue to lobby our federal officials and elected representatives to address.	
Implementation	The competitive process required under SAFETEA-LU rules for New Freedom federal funding is not necessarily equitable between the Bay Area counties. MTC is encouraged to work with FTA to ensure the MAP-21 funding guidance for the New Freedom program will provide equitable funding among counties based on the size of their target populations. This can be accomplished by establishing two funding pots, one at the regional level and one at the county level. Inter-county and regional programs could be eligible under one competitive program. Projects within each county could compete for their funding with requirements for intra-county coordination of projects. This would ensure a measure of equity among counties in the region.	The New Freedom program was eliminated under Map-21. However, a variety of funding frameworks (within program/eligibility guidelines) can be considered during plan implementation.
Transportation Inventory	MTC should expand the inventory to include numerous additional transportation services that support seniors, disabled and low-income residents in San Mateo County. A listing can be found in the Senior Mobility Guide published by SamTrans. It includes 21 services grouped in four categories: local shuttles, senior center transportation services, community transportation services and private transportation services.	An electronic survey of transportation providers was conducted in July and continued until the end of public comment. Staff conducted outreach to a wide-array of stakeholders in an effort to add to the inventory. The inventory is not meant to be an exhaustive list of transportation resources.
Other	The correct name for the Center for Independent Living is Center for Independence of Individuals with Disabilities.	Correction has been made.
Other	The fare discount card is popularly referred to as the Regional Transit Connection Discount Card or RTC Discount Card.	Correction has been made.
Other	San Mateo College is usually referred to as College of San Mateo.	Correction has been made.
Demographic profile	Given the fact that the region's population of 65+ will be increasing so dramatically over the next 20 years, we need to provide more planning and program support for the	The Policy Advisory Council and its subcommittees may still consider planning and programming related to elderly individuals. A



Category	Comment	Response
	older population. One specific example of this support would be to re-instate the Elderly Disabled Advisory Committee (EDAC) at MTC.	reorganization is not anticipated at this time.



## Original Coordinated Plan Public Comments by County

Below are all the comments collected from participants in outreach meetings during development of the elderly and disabled component of the 2007 Coordinated Plan, through the web site, or phoned in, grouped by County and sorted by category. All comments were input exactly as worded, and all duplicates were kept, but sorted so they list consecutively. Where writing was illegible, the “best guess” was entered in angle brackets <x>.

To facilitate organizing the large amount of information gathered, gaps were categorized under the following types: Connectivity, Facilities, Funding, Information, Organization, Other, Paratransit beyond ADA (PB-ADA), Spatial, Temporal, Vehicles.

Suggested solutions are denoted by a “-s” following the category.

### Alameda County

Total people attending meetings: ~75

#### Comments from

- the web site with county of “Alameda” selected
- Alameda SRAC PCC Meeting, February 6, 2007
- Alameda County Area Agency on Aging Meeting, February 16, 2007
- Disability Action Network (DAN), Fremont Library Meeting, February 20, 2007
- City of Hayward Paratransit Program Meeting, February 16, 2007
- Livermore Amador Valley Transportation Authority, February 14, 2007

Gap Type	Comment
Connectivity	Provision of transportation on discharge from hospital
Connectivity	<A> big gap in service because hospital doesn't know what time discharge will be. Need <u>free</u> discharge transportation <u>to home</u> .
Connectivity	Regional trips are difficult – 2 week reservations needed for some transit districts.
Connectivity	Regional – accessibly at last minute, or one day in advance easier planning transfer to other systems.
Connectivity	At this time 11 & 14 busses turn from S. Livermore onto Pacific Ave. and then turns on Dolores. It would be easier and convenient to go to the end of Pacific Ave. (in front of Senior Complex) and turn around and pick up passengers. Also go to the end of S. Livermore Ave. & pick up Arbor Vista customers. More people would ride the regular Wheels buses if this were implemented
Connectivity	Make 11 & 14 do end of Pacific Ave, turn around and down Delores and continue on.
Connectivity	Need route pass through on Pacific Ave. to reach seniors to get to library services, etc.= maybe shuttles>>
Connectivity	Poor connections to BART



**METROPOLITAN TRANSPORTATION COMMISSION**

## COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

## APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Connectivity	Coordinate bus schedules for inter-city trips
Connectivity	Low income clinics poor connections
Connectivity	Cross-town bus connections long transfer times
Connectivity	Would like to go to Burlingame without transferring two times each way.
Connectivity	Transfer points (e.g. BART)
Connectivity	No "dropped" rides at transfer points!!
Connectivity	Problems with cross jurisdictional/county travel (for Paratransit service)
Connectivity	Crossing between counties is difficult on Paratransit.
Connectivity	Reduce # transfers <on> - Paratransit.
Facilities	BART restrooms are <u>not</u> clean.
Facilities	Curb cuts <for people with> visual problems.
Facilities	Missing sidewalks <are a problem for people with disabilities and semopr>
Facilities	Parking @ hospitals - parking & pick-ups
Facilities	Need for curb cuts
Facilities	Make the street sidewalks and curb cuts better so you don't have to get a ride
Facilities	Add-ons can cause delays that make riders late
Facilities	people need to be realistic in their expectations.
Facilities	Need some bus berths closer to station entrance alongside Iron Horse Trail north of station - southbound.
Facilities	Bus stops need more lighting
Facilities	More lighting needed at bus stops.
Facilities	Lighting along Pacific Ave.
Facilities	Springtown Blvd., no seats/shelters, poor lighting, (lots of seniors)
Facilities	Bus benches need to be restored where they have been removed.
Facilities	Lack of shelters & benches at bus stops.
Facilities	Contra Costa BART Stations are unsafe, especially at night. Sometimes there isn't an agent there
Facilities	Restore benches where they have been removed, to provide place to sit and wait for bus.
Facilities	Businesses close - you have to wait outside for Paratransit - sometimes in the rain.
Funding	New Freedom Funds are for <u>any</u> "public transportation alternatives beyond ADA" - <u>NOT</u> just Paratransit.
Funding	Should also point out how limited the amounts of new funding <are>
Funding	Cuts in transit may leave people without service where it <is cut>
Funding	No money, no I.D. -<"Goodbye" Janet> -very much trouble. No transportation <to> BART station - no money - bad area, go home!
Funding	Using per unit cost favors people who are easy to serve so include the cost of not providing the ride
Funding	Curb to <u>door</u> support
Funding	Paratransit too expensive.- \$1.75 each way - need for lower daily rate or discount for high quantities of tickets
Funding	Please don't raise Paratransit fee because it would be too expensive to visit doctor and hospital
Funding	The coming rate increase will make it so hard to those on fixed income. Their checks only go so far. I myself spend over \$30. a month going to church, shopping and doctors. I live alone and have no family at all that take me places. I rely totally on Dial-A-Ride. Increased rates will keep me at home with no way to get around.
Funding	Cost prohibitive for people who are very low income, making multiple stops for childcare, work, shopping services, etc.
Funding	Share vehicles by overcoming insurance issues, to save costs.
Funding	Para transit unaffordable
Funding	BART is prohibitively expensive.



# METROPOLITAN TRANSPORTATION COMMISSION

## COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

### APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Funding	Local service should not be reduced to fund express bus service.
Funding	and that no one knows what happens with their funding after 2009.
Funding	<\$ ok but hope doesn't inc. again too soon>. <Cost of Paratransit ok, but hope it doesn't increase too soon>.
Funding	Housing agencies' help <is> <focused> on low income; not good <advice> <service> for more middle class people who might need to relocate.
Funding	Cost
Funding	No Medicare/MediCal reimbursement system exists to cover the cost for people receiving dialysis several times a week.
Funding	Identify ways to increase efficiency of operations to make best use of limited funds.
Funding	Specialized transportation is expensive \$ on a limited budget.
Funding	Cost of Paratransit prices.
Funding	What will the cost be for any of the three area's?
Funding	Cost of all transportation adds up when we use it regularly.
Information	Need for improved information and in other languages.
Information	Information
Information	Communication
Information	Non-English / limited English speakers being able to access and use Paratransit service not just having info in other languages.
Information	511 does not work well – difficult to navigate – need more access to real people to talk to.
Information	Drivers improving but still earning appropriate pick-up points.
Information	Braille route numbers on benches
Information	Have "public services" officers e.g. Police, Fire etc. Promote public transit and become more public transit conscious.
Information	Have "Free Ride" days for School youth to "Hook them Young"
Information	Information needs to be made more readily available to people with language barriers.
Information	Train dispatchers so they can give drivers better directions
Information	Lack of Publicity
Information	Education needed about priority pick-up or drop-off time.
Information	Develop senior and other volunteer driver programs, with defined driver qualifications and efficient operations (to minimize costs).
Information	Need better oversight of drivers, and better methods to let management know about problems.
Information	Don't know where to get San Francisco disability pass that gives you discount on BART & MUNI.
Information	Who to report to when riders do not vacate seat (ask passenger to move).
Information	Better training (customer service, safety) for Paratransit drivers.
Information	Attendants: finding one is a problem, paying <is> a problem. Not being able to read materials.
Information	O & M <Orientation & Mobility> training Lions Rehab
Information	Housing managers should inform residents on shuttles
Information-S	Travel training needed for seniors & people with disabilities (group and 1:1); address specific concerns for low vision, deaf/hearing impaired, frail/mobility impaired etc.
Information-S	Riders need a one page cheat sheet that lists all of the transportation services available: Include: city based programs East Bay Paratransit/link.
Information-S	Bus information sporadic at BART stations
Information-S	Post schedules inside major shopping malls, churches e.g. Stoneridge, COSTCO and other private and public high traffic locations



Gap Type	Comment
Information-S	Improve navigation of 511 telephone system, especially for those with disabilities and language barriers, and make it easier to contact a live person when needed.
Information-S	Travel training for seniors and people with disabilities is needed to get them off of Paratransit when possible.
Organization	Maintain key service.
Organization	More services for youth with disabilities.
Organization	Driver shortage.
Organization	Difficulty recruiting, retaining & training drivers for small & large Paratransit operators (especially Class B Drivers).
Organization	Need for drivers of vans. How do we establish program to keep driver(s)?
Organization	Lack of vendors for quick repair of wheelchair lifts.
Organization	More taxis- & better dispatching.
Organization	BAC's <Hakin> has started recreational bus service
Organization	City programs are more limited
Organization	Hard for drivers to find rider. Rider finds driver. Driver can call cell <phone> of rider if <he/she> can't find <them>. Cell phone ownership <important>
Organization	Return trips difficult to schedule - need to coordinate better with medical service providers.
Organization	Staff and others making decisions about service should actually be using the service more often.
Organization	Eligibility
Organization	No systems set up for Non-English speakers and the disabled to get rides.
Organization	Need one person we can contact in case we have problems with Para transit or drivers of Para transit. Something needs to be done with dispatch – not dependable! (Paratransit - Dial A Ride)
Organization-S	Financial incentives for drivers that will provide the service.
Organization-S	Share training programs with other organizations, to save costs.
Other	Help riders be more pro-active, when possible.
Other	Use shuttle between Vineyard Village & Wal-Mart on Tuesdays, Nob Hill on Wednesdays BUT less use for Safeway on Thursdays
Other	<Janet> in vehicle – people inside had <u>gone home</u> . Dangerous <situation> – driver couldn't find <them>.
Other	Reduce price of taxi vouchers to support growing Senior population.
Other	Drivers not courteous.
Other	Special services for students?
Other	Bus drivers need to see that seniors and disabled are seated before moving vehicle.
Other	These needs youth with disabilities
Other	Service for Deaf Blind <is needed>.
Other	Inclusion of consumer in the evaluation rating process
Other	Ensure that all stake holders are included
Other	Ensure that all age groups of people with disabilities are included
Other	<Need for better> taxi services.
Other	Seniors need to meet with dispatchers for a discussion both ways
Other	H bad attitudes- I have observed at least 3 occasions – rudeness and non-compassion for the senior riders. I think employees, especially drivers, need training in TLC and being compassionate
Other	Some drivers have "crappy" attitudes (Some riders have reduced to tears by drivers)
Other	Livermore doesn't seem to be really interested in helping seniors
Other	Allow escort (or info about it "riders")?
Other	Medical return trips

**METROPOLITAN TRANSPORTATION COMMISSION**

## COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

## APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Other	Medical appointments
Other	More available group trips.
Other	Improve safety for school kids.
Other	Reservations operators – some could be more courteous though some are great.
Other	Paratransit dispatchers should be more courteous and better trained. Drivers need better training to help disabled riders, and need to be more courteous.
Other	Escorts to assist seniors with shopping – doctor appointments – loading and unloading groceries.
PB-ADA	Group trips for Skilled Nursing Facilities & independent housing, & assisted living facilities and any group.
PB-ADA	Grocery <delivery> in house <taxi drivers> helps people with disabilities.
PB-ADA	Need for travel escorts.
PB-ADA	Designated Paratransit stops at frequented locations (medical facilities, colleges, etc.)
PB-ADA	Supporting senior and disabled mobility is important for their health (not just access to medical care, but also physical and social activity), and the health of the community.
PB-ADA	No wheelchair breakdown service in Contra Costa County.
PB-ADA	For people who don't look disabled, it is hard to get a space to sit down on transit.
PB-ADA	Riders/drivers should not assume that people do not have a disability. <Simply because they don't appear disabled>.
PB-ADA	Paratransit Issues
PB-ADA	Buses get too crowded, which prevents people with disabilities and seniors from getting a seat.
PB-ADA	Paratransit taxi <needed>.
PB-ADA	Outside ¾ mile
PB-ADA	Service hours should be expanded to later in the evening – local and regional.
PB-ADA	Shorter more direct trips <on Paratransit>.
PB-ADA	Taxi schedules are not adhered to <no AC Transit for an hour then two arrive at once>.
PB-ADA	Longer hours of operation in evenings and weekends.
PB-ADA	Senior Housing Sites in Livermore not connected to easy transportation (Costs drive location of senior complexes.)
PB-ADA-S	Service access (i.e. amount of trip needs & quick access to transport) for people awaiting ADA certification.
PB-ADA-S	Assistance to people that need to go beyond lobby areas, i.e. 10th floor of office building or doctor's office.
PB-ADA-S	Volunteers to go with people – high school clubs, church volunteers.
Pedestrian Access	Some areas with transit/paratransit service do not have sidewalks, including Maxwell Park and Simpson/Makolumne neighborhoods.
Pedestrian Access	Improve safety in areas surrounding bus-stops near senior centers.
Spatial	Need for bus service. No service to Cerebral Palsy Center
Spatial	Special Event: Alternative routing when special events are going on, i.e. <stores> parties – City of Hayward/Chamber.
Spatial	Designated dialysis service and other regular trips.
Spatial	Pacific Avenue, long walk to services from stop
Spatial	Need transportation directly to Civic Center and library
Spatial	Transportation to Our Savior Lutheran School
Spatial	Need direct bus to Civic Center = including the library
Spatial	Gardella Plaza, We need transportation to the Transit Center. WE would like a bus stop; that is closer.
Spatial	Gardella Plaza seniors need transportation services – shuttle or taxi vouchers.



# METROPOLITAN TRANSPORTATION COMMISSION

## COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

### APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Spatial	Out of area Kaiser service
Spatial	Can't get to Del Valle Regional Park
Spatial	No transportation from Gardella Plaza to transit center (only Para transit)
Spatial	Shuttle to churches from senior communities
Spatial	The AC Paratransit goes to Orinda BART. When it was very cold and I wanted to be let out at Safeway, I was told they don't go there – even though it is across the street.
Spatial	Often difficult to get to recreation sites, such as Chabot Science Center.
Spatial	Need better service to Oakland Hills.
Spatial	Could Emery-Go-Around stop on San Pablo?
Spatial	Can't get to P. Senior Center (Sunol Blvd.)
Spatial	Service to Hills (especially to support <u>social</u> trips).
Spatial	Can't get to Social Security and other basic support services in Hayward, only basic services provided in Livermore
Spatial	Gap in service getting to Sunol and Nob Hill in Pleasanton
Spatial	Hilly areas in El Cerrito that are not adequately served by public transit
Spatial	Need transportation from East Ave. to Apartments on Pacifica
Spatial	Future HOV lanes in median of I-580 should have direct access ramps at least to Hacienda Drive and the future SR
Spatial	84 (????) over cross
Spatial	City program bring into service area
Spatial	Busses from Livermore and Central via I-580 could leave freeway at Hacienda Drive, go to Dublin Blvd., enter station grounds berth north of station entrance, exit to Owens Drive, then Hacienda Drive and I 580 bound exit. Fit in with future HOV lanes.
Temporal	Driver <should> check itinerary with passengers & <have> ability to adjust.
Temporal	Medical return trips – Paratransit directly related to hours of bus/BART service.
Temporal	Highland Hospital is not being served efficiently / no dedicated pick-up point for return trips and timing issues <needs> more service coordination / provisions and procedures for hospital discharges <i.e.> information clerk assisting with discharge program.
Temporal	Difficult to transfer between AC transit bus routes, due to limited 2-hour transfer time.
Temporal	Medical Appointments in Martinez, Walnut Creek Palo Alto (Stanford and VA) take too long
Temporal	Doctor's Hospital San Ramon, Highland Hospital in San Leandro (Medical) take too long
Temporal	Dispatchers need to know true time of getting on and off and distances
Temporal	Information about where scheduled ride should have estimated time of arrival.
Temporal	Affordable same day device for wheelchair riders <is needed> (i.e. urgent care, emergency care).
Temporal	AC Transit often not on schedule.
Temporal	<u>Long</u> lead time to schedule regional trips between agencies.
Temporal	Last two months Paratransit not as responsible. Rider was so late he missed his class.
Temporal	Hayward: Same day service weekends as on weekdays. Area is well – served.
Temporal	Long waits for transfer from BART to bus.
Temporal	Organization of <u>scheduling</u> is poor sometimes, it keeps rider on vehicle too long. Have more direct trips.
Temporal	Being on Time
Temporal	Primary issue in dialysis is <when> the person <is> ready to go <their ride is not always there>. To do that on time performance is affected for other riders. Providers of dialysis don't know or care if transit is there for patients.
Temporal	Medical Gap: In an emergency while in your pick-up window going or returning, you need to go to the hospital



# METROPOLITAN TRANSPORTATION COMMISSION

## COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

### APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Temporal	but <you are> not provided with a ride home from the emergency clinic because of the same day rule. For Medical/Dental: Sometimes the appointment time extends beyond your pick-up time because of unexpected procedures <then> it is hard <or> impossible to get a return ride.
Temporal	There needs to be a clear time schedule for the rider, driver and dispatch. It will make trips run smoother and faster.
Temporal	No service on weekends and evenings, especially holiday and Sundays.
Temporal	Lack of public transit/Paratransit service on holidays, weekends and evenings.
Temporal	Same – day wheelchair accessible service <needed> throughout county.
Temporal	Weekend service for seniors to go various places <is needed>.
Temporal	Drivers – problem of not being able to find patient <when it is> time for return. If patient isn't ready, too bad!
Temporal	30 minute pick-up window is too long.
Temporal	Time spent taking public transit greatly exceeds that of driving.
Temporal	Service hours do not support times some people need to go to work.
Temporal	Scheduling ride home – difficulty. Could same company pick-up as drop-off? Generally good service.
Temporal	Weekday & Saturday transportation to Chabot College that starts in time to get to class by 8:00<a.m.>, leaves throughout the day – until 10:30p.m. – into the Hills (Hayward).
Temporal	Trips to emergency room without ambulance (and other immediate trips).
Temporal	Emergency wheelchair transportation service v. key-maintain.
Temporal	Safety improvements at <u>night</u> .
Temporal	Destinations to Tracy, Oakland, Walnut Creek take too long.
Temporal	Shuttles to BART too infrequent
Temporal	I live in Torrey Pine Way in Livermore and work at City Hall. I can ride my bike to work faster than taking the bus
Temporal	Later night schedules from Stoneridge Mall to all points in Livermore- Many lower income people subsidize their income with jobs ant eh mall.
Temporal	Regular late nigh service from BART to Livermore
Temporal	Timing of transfers between and around town to medical clinic. Need more flexible services for getting seniors to
Temporal	WE need BART shuttle to BART continuously from Livermore and back
Temporal	Need same day shuttle service!
Temporal	Seniors are left waiting often. This is very hard on seniors.
Temporal	Not enough time to spend at stores
Temporal	Fixed route to Kaiser too long
Temporal	6 a.m. Kaiser Appointments Return trips from college
Temporal	<Paratransit> same day service issues / meetings ending early or no time given. Same day exceptions for meetings and appointments ending early.
Temporal	Consistency – e.g. long wait, then two buses with no wheelchair lift.
Temporal-S	Explore extension of 2-hour transit time to ensure transfer still valid during longer trips.
Vehicle	Internet...
Vehicles	Care and consideration of the number and size of riders in sedan <should be given> to cause a more comfortable ride. A choice should be given of van or sedan.
Vehicles	Paratransit needs better equipment (rains inside some Paratransit busses).
Vehicles	All busses need to be better maintained. Wheelchair lifts don't work.
Vehicles	Often times <u>wheelchair lifts</u> are broken & rider waits for functional vehicle.
Vehicles	AC <Transit> bus drivers are reluctant to put lift stairs down or they claim that the lift is broken. They pull off before you have a chance to sit.
Vehicles	Need 2 busses round trip on 15 route.



Gap Type	Comment
Vehicles	BART, Paratransit and AC Transit not clean or dry.
Vehicles	Sedan floor mats are slippery especially when wet
Vehicles	Wheelchair users can't carry groceries on shuttle

**Comments from the website**

Gap Type	Comment
Connectivity	One of the biggest needs for the seniors I deal with is paratransit that will take people across county lines. It is necessary to understand that someone who lives in Antioch may be getting care at UCSF and may not be healthy enough to take BART and Muni to get there. I live in Alameda County and am a social worker for seniors, serving all six Bay Area counties.
Connectivity	There needs to be an easier way for residents to take paratransit from one county to another. Transfers can often be very confusing.
Connectivity	<p>Dear Mr. Washington,</p> <p>I am writing you on behalf of BORP, Bay Area Outreach &amp; Recreation Program. BORP provides sports and recreational opportunities for individuals with physical disabilities.</p> <p>I am writing you to support the idea of using a portion of the New Freedom Funds for innovative projects like the Ed Roberts Campus. The Ed Roberts Campus will create a one stop shopping type experience for the disabled community seeking services from a variety of resources. As such, the Ed Roberts Campus will be a very efficient way to deliver services to the disabled community.</p> <p>BORP will be managing an accessible fitness center at the Ed Roberts Campus as well as use the ERC as the starting point for our Outings and Adventure trips.</p> <p>Sincerely, Rick Spittler, Executive Director, BORP</p>
Connectivity	The main problem many seniors and disabled people have with current paratransit systems is that they often won't take people across county lines. This requires people to transfer from one form of transportation to another and/or wait for another paratransit vendor to pick them up at a transfer point. This makes trips very long and sometimes impossible. Given the make up of the Bay Area, people often get services somewhere other than in their immediate area. Second, there needs to be a debit card approach so people don't have to pay separately each time they change forms of transportation. A one card fits all would be helpful. Third, people are often stuck in their homes because they cannot maneuver down stairs or need someone to knock on the door to pick them up. A paratransit system that will do door to door service is necessary for people with disabilities and/or hearing loss and/or frailty. Fourth, each town as well as each county has funding for little programs that no one knows about. There should be a central registry of all subsidized programs where one can look to see what is available in a given location. As a social worker, I do not always have the information to give clients and I know that clients don't know where to begin to find out what is available.
Facilities	<p>My name is David. I'm taken Bart to School every weeks. I think that there should be extra elevator because I'm using a wheelchair. The elevators becomes smelly and many times broken down. Especially the elevator at the Embarcadero station. I see the same dirt previous day, does anyone bother clean this up?.</p> <p>Why it so hard to get buy Muni ticket? I mean I had to go to different agents before someone actually point to the right place. Many time I rode the bus, either in Eastbay or San Francisco some bus drivers don't know how to secure the wheelchair down. I think that all drivers should be training to secure the wheelchair on the bus. The drivers are good people. Even though they (I think don't have proper trained) tried to secure the wheelchair down. Many time some of them don't even know how to use the equipment. Two years ago, at the Daly Bart station, the bus driver. She was a friendly person. She tried to use the wheelchair lifter. She</p>





Gap Type	Comment
	pressed every buttons. I know she did not know what she was doing. Luckily another bus, I went to the second bus. The lifters many times broke down a lot. I have to wait for another bus.
Organization	As a Social Service Coordinator in Senior housing seniors come to me for assistance in getting paratransit...the process is not easy to discern. County and City and Bus and/or Taxi Vouchers...and one who has had them for 15 years is asked to reapply...coordinating is difficult without an overall picture of transportation and options.
Organization	<p>I am a Medical Social Worker and encounter a variety of individuals with transportation needs. One major issue I have observed is that there is a 21 day waiting period after submitting an application for paratransit (East Bay Paratransit) and being eligible for the service. While I can understand the reason for this, it puts individuals who have become unexpectedly disabled at a significant disadvantage. It seems like this waiting period could be shortened and/or the service could be initiated while eligibility is being verified (ie, give the individual the benefit of the doubt). The paratransit services are not that convenient that would make them so desirable as to have "able bodied" folks abuse this. Often when a person has something unexpected happen they may have critical medical appointments within this 21 day period.</p> <p>There are paratransit services at the city level which often are set up to assist with the cost of paratransit or can "fill the gap" during the 21 day waiting period. However the application requirements and specific service varies widely among municipalities. Additionally, one particular city (Berkeley) requires a great deal of documentation as part of the application which is often very difficult for an individual who has become unexpectedly disabled to procure.</p> <p>Essentially it is quite difficult for a disabled person to complete these applications without additional support; and those with limited support are often the people who need such services the most.</p>
Organization	Sometimes the processing of paper work is extremely long to access services. If there was a way help shorten the process it would help more individuals to use the service.
Other	Our Deaf seniors in Fremont Oak Gardens do not have quality transportation. Service for the deaf is totally overlooked.
Other	<p>The Computer Technologies Program would like the New Freedom funds to be used in the SF Bay Area region for projects such as the Ed Roberts Campus, at the Ashby BART station.</p> <p>CTP, one of the partners of the ERC will offer employment training and services for people with disabilities. Accessible transportation for our students and staff with disabilities is such a high priority. CTP also relies on volunteers from bay area business to assist us in finding successful job placements for our students. This transit hub will be convenient, attracting more volunteers. CTP expects more student enrollment due to accessible public transit and easy access to other services.</p>
Other	What will the cost be for any of the three area's?
Other	Being disabled, I use cycling, AC Transit, BART and sometimes Union City Transit to get to get to work. (I substitute teach at various locations there.) I would like to provide in-depth input to your survey, but feel I would need to know more about the current services offered, the assessment of needs (including instruments of measurement--or is this survey the primary tool?), priorities for change, and what strings may be attached to the funding. Also, please explain what is meant by using the plan to leverage for additional funding. With that knowledge, I feel I can provide informed feedback worth using
PB-ADA	As a social worker working with disabled adults and the elderly, I have found dissatisfaction with the current Paratransit services that are available in Alameda County. The primary reports that I hear from clients are related to 1) reliability - they often report missing appts. and waiting hours to be picked up for the return trip 2) cost - currently the service costs more than a bus. After working in SF Co., I believe that Alameda County residents would benefit from having taxi scrip which would allow them to use mainstream taxis at a reduced cost. This would at least address the reliability problem. In regards to the cost, I believe that the Paratransit vehicles should not cost more than a normal bus trip. Alternatively, Paratransit could sell a monthly "pass" - perhaps with a capped number of rides a month? This would allow individuals on a fixed income to budget





Gap Type	Comment
	for the month. Frequently I find that clts at the end of the month don't have the money they need for Paratransit services.
PB-ADA	I would like buses that have lifts for people who use walkers - people such as myself. AC Transit's new Van Hool buses only have ramps in the middle of the bus and they have to be activated by a hand device used by the driver. Furthermore disabled passengers have to sit in the MIDDLE of said buses.
PB-ADA	Re: Paratransit. Make it more welcoming to disabled riders. There are many potential riders who need to be encouraged with free ride days, first rider days, minimal waits for the van (always), respectful and courteous drivers (always). Thank you
PB-ADA	The Tri-City area of Union City, Newark and Fremont were able to create a program for qualified elderly and disabled people to have a volunteer escort go with them to the grocery store or a doctor appt. when riding paratransit. This is a huge unmet need in other parts of Alameda County as many people are able to ride paratransit alone but need a little bit of help to maneuver their wheelchair once they get to the doctor's office or carry some groceries and help them get through the check out line at the store. Also, paratransit is serving many, many people but a lot of riders have unreasonable lengthy waits for their drivers and have reported that in some instances the drivers don't show up at all.
Temporal	As a Social Work Intern, I work with the disabled and frail elderly in Alameda County. Some of my clients experienced excessively long waits and rides with paratransit. Additionally, your collaboration with City Planning to develop communities with doctors, pharmacies, grocery shopping and senior housing within the same mall or block would greatly aid the mobility impaired. Locating such communities near BART or a public transit hub would expand the world of the disabled.
Temporal	Destinations to Tracy, Oakland, Walnut Creek take too long.
Temporal	I see the following problems with Alameda County Paratransit:*Operators that schedule the rides only speak English
Other	<ul style="list-style-type: none"><li>*Poor customer service, don't have a lot of patience</li><li>*program is not set up to meet the needs of seniors with dementia</li><li>*the waiting period to be picked up is too long</li><li>* it takes about 2 hours to go from Fremont to Oakland and another 2 hours to return---that's too long</li></ul>

**Contra Costa County**

Total people attending meetings: ~78

- Contra Costa County Public Authority for IHSS, January 16, 2007
- Contra Costa PCC, January 22, 2007
- One comment from the web

Gap Type	Comment
Connections	Connections – timely – more busses waiting for connections when disabled
Connections	Connections are a problem should be able to be picked up and taken to destination - Not go through hub and then ???? to get a 9:30 – I will be picked up @ 8 and I can't get app.'s <usually> until 9
Connections	Connections difficult
Connections	Transportation hub far from home, shuttle service needed
Connections	Transportation hubs too far from home Need shuttle service to connect with med appt's, chores, etc.
Connectivity	¾ mile minimum w/ in 8VC areas
Connectivity	Crossing service area paratransit connections
Connectivity	Difficult to cross county
Connectivity	Gaps in transfers when more than one service involved
Connectivity	Make transfer between service areas/providers easier
Connectivity	Multiple transfers necessary.
Connectivity	Transfers are not synchronized
Connectivity	Transfers can be a problem
Connectivity	Transfers not well timed
Facilities	Convenient bus stops
Facilities	Covered bus stop at San Pablo Ave and 23rd Street West County
Facilities	Handicapped parking issues esp. at medical facilities. Not enough handicapped spaces
Facilities	Innovative use of technology ex.. Smart elevators
Facilities	Lack of infrastructure in East Co.
Facilities	Marsh Drive Bus stop North Concord
Facilities	Need for more fixed route stops
Facilities	No bus stop near Markham Nature area in Concord. – Cowell Rd.
Funding	Fare structure 50Cents one / free/ ./ \$1.50/ \$ 3.50 confusing and out of reach
Funding	Finding a cost effective way to provide public transit in low density areas.
Funding	Funding Need to identify all funding sources (not just public transit \$) and all options now on the street (CBO, Human Services, Volunteer, Non Profit, faith-based)
Funding	Funds to subsidize taxi for cities
Funding	Lack of funding to create a robust public transit system
Funding	Link is too expensive
Funding	Para Transit \$ too expensive
Funding	Para Transit too expensive in Central County



**METROPOLITAN TRANSPORTATION COMMISSION**  
 COORDINATED PUBLIC TRANSIT–HUMAN SERVICES TRANSPORTATION PLAN UPDATE  
 APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Funding	Please take a look at Medicaid brokerage programs, Seattle-King co. has one that covers the State of Washington, I don't believe CA has one.
Funding	Poverty level person have no funds to afford paratransit Affordable car sharing
Funding	Users should be reminded of the cost (full cost to the tax payer)
Information	911 responders do not include significant others – must follow using public transportation
Information	Complicated to understand prices of multiple para transit agencies
Information	For people who go to dialysis without a companion – the driver will go in and push up the patient. This is good.
Information	Hard for blind people to identify houses and bus stops
Information	Lack of knowledge about how much money is being spent by social service agencies and “non transit” organizations on transportation for their clients/program enrollees and how to better utilize these resources
Information	Perception of transportation – educate public transit riders
Information	Seniors who have never used public transportation have real concerns/fears of unknown
Information-S	Need a county wide travel training program with \$
Information-S	Need more travel/mobility training to get more people on busses if they can
Inter-County	Alternatives to 911, especially in East C C
Inter-County	No incentives to cities to include transit in growth plans – too many cul-de-sacs, walled communities, wide arterials, low density housing, lack of mixed use (no sidewalks/bike lanes) discourages pedestrians= transit
Organization	Affordable car-sharing
Organization	Coordinate volunteer programs
Organization	Need a mobility management center
Organization	Need for coordination between systems including smaller programs
Organization	No evaluation plan for emergencies
Organization	Solution: Volunteer driver program
Organization-S	Need a county wide mobility management/brokerage to coordinate resources
Organization-S	One size does not fit all! What about volunteer driver programs. (They need financial and human resources)
Other	Clinic or hospital pick-up of individuals with appointments
Other	Coordinate 911 – doesn't serve all elders in need
Other	Fixed route drivers insensitive to disabled riders; insufficient regulations ensuring policy
Other	Medi-cade Brokerage Program
Other	Safety from crime is an issue in some areas- especially at night
Other	Safety Issues
Other-S	City Planners need to require new developments to include public transportation
PB-ADA	Coordination between paratransit systems
PB-ADA	Why can't operators cross lines w/in region, keep track + reconcile at end of year who owes who what?
Pedestrian access	Bus stops with pedestrian access



**METROPOLITAN TRANSPORTATION COMMISSION**  
COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE  
APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Pedestrian access	Curb cuts East County
Pedestrian access	Curbs West County
Pedestrian access	Inaccessible bus stops East County, South County
Pedestrian access	Need for countdown signals
Pedestrian access	Need sidewalks and other pedestrian improvements
Pedestrian access	No sidewalks East County
Pedestrian access	Overall issue of barriers to path of travel for wheelchair users.
Pedestrian access	own/subdivision planning, Universal accesses sidewalk design, "garage scape" Houses built without sidewalks, Without building community
Pedestrian access	Pedestrian overpasses, sidewalk barriers and maintenance issues
Pedestrian access	Poor sidewalks
Pedestrian access	Telephone utility poles as barriers, need more curb cuts
Pedestrian access	Traffic issues impacting pedestrians at crossing
Population served	Lack of inclusion of everyone who needs transit = not just E & H What about the low income mom with 3 kids and no car? Why should E&H get better / worse?
Spatial	Bus connection to Manteca from East County
Spatial	difficult in getting to Alta Bates Hospital in Berkeley on public transit – too many transfers
Spatial	East County – "Getting services over the hill
Spatial	Getting Seniors "over the hill" East County
Spatial	Have to transfer from San Pablo to Pinole
Spatial	John Muir Orthopedic Hospital – no bus stop nearby – must use paratransit
Spatial	need to transfer between East County (Pittsburg) and Concord (Central County)
Spatial	Need transportation to Wal Mart in Pittsburg
Spatial	San Ramon Medical Center South Center
Spatial	Severe problem in accessing public transit for Kaiser-Oakland and Richmond and Doctor's in Pinole.
Spatial	Very limited services to the Delta region
Temporal	Busses don't run often enough East County
Temporal	East county needs evening transportation for events
Temporal	Emergency transportation
Temporal	Excessive trip time paratransit (2hours)
Temporal	If trip is too long for any reason it can be difficult for people with disabilities
Temporal	Lack of public bus services evenings-holidays-Sundays
Temporal	Length of time or wait
Temporal	Multi appointment of client is expensive and taxing to client . Need a door to door accommodation that is not costly and also time saving
Temporal	Need 380 and 387 on weekends East County
Temporal	Need bus more often than once an hour
Temporal	Night and weekends Central County
Temporal	Night time events in Antioch and Pittsburg
Temporal	On Demand Taxi for "emergency" needs



## METROPOLITAN TRANSPORTATION COMMISSION

### COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

#### APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Temporal	On medical appointments – if Dr. doesn't see me in time – the <????> will come + push me up + can't wait for me
Temporal	Richmond often doesn't have same day service available even though it used to
Temporal	To get to AC meeting at Martinex – must take bus + Antioch BART – BART to Concord the bus from concord to Martinez takes 2 hours
Temporal	Transfer times too long
Temporal	We need weekend service We need shuttle service between Dr's office + hospitals
Vehicles	Accessible taxis
Vehicles	Need for wheelchair accessible taxis
Vehicles	Wheel chair tie-downs not always in operation or drivers not knowledgeable to use the tie downs
Comment from the web	In some areas DIAL-A-RIDE used to transport only WITHIN cities, leaving ill seniors sitting at the city boundary, waiting for cabs to complete their journey. Also, the public transportation commuters need to be able to arrive at work promptly. Can realistic schedules be devised? While I live in one county, I work in another; as many public transportation commuters.



## Marin County

Total people attending meetings: ~27

- Marin PCC Meeting, February 12, 2007
- Marin Indoor Sports Club (ISC), January 13, 2007
- Comments from the web site with county of "Marin" selected
- Input from the Marin County Transit District

Gap Type	Comment
Connectivity	Bus service to ferries to coordinate with ferry service
Connectivity	Ferry & buses don't always connect time-wise.
Connectivity	Lack of transit to the ferry terminals from all areas of county. Sol: increase accessibility for pedestrians & parking at Ferry Larkspur terminal
Connectivity	More transfers than before – used to be fewer transfers.
Connectivity	Poor bus connections to ferry
Connectivity	SMART with ferry service; weekend service; more frequency of bus routes (1/2 service)
Connectivity	There is no seamless system
Facilities	No place to sit/no protection from elements
Facilities	The attendee has filed a law suit against the Town of Ross because of the lack of curb cuts and ramps.
Facilities-s	Make up one bus stop standard that will be used @ all stops > mirror image of bus stop @ GGB Golden Gate Bridge
Funding	Funding shortfalls: Not enough for fixed route and paratransit. Protection for spillover revenue (state budget)
Funding	Proposition 8 money is not being used properly
Funding-s	*Use unused vehicles to fill "gaps"—problem is insurance.
Funding-s	Auto donation to rides service in exchange for rides for life
Funding-s	Co. could supply fuel for volunteer drivers
Funding-s	Consider funding for a countywide mobility manager who would work to improve the flow of information and problem solving regarding mobility issues.
Funding-s	Coordination among providers to share vehicles/ <u>insurance</u> issues—need policy change (umbrella?)
Funding-s	Cost-reduction strategies (i.e. gas cards co.-insurance)
Funding-s	Develop better service through measure A funds
Funding-s	EJ Grants, CalTrans MTC > TOD to help out Marin Coty not only Canal
Funding-s	Free transit for seniors/disabled during non-peak hours
Funding-s	Fund Intelligent Transportation Systems (ITS) improvements such as automatic vehicle location (AVL) and other technologies that would assist with trip information; trip planning; paratransit reservations, scheduling and dispatch.
Funding-s	Funding for travel training programs for seniors and disabled who can use fixed route transit
Funding-s	Funds to subsidized fares/voucher administration
Funding-s	Gas tax transportation \$ spillover funds – (\$617 million) proposed to be diverted
Funding-s	Hospitals & dialysis centers need to provide transit for patients. Sol> Medicare—bill them!

**METROPOLITAN TRANSPORTATION COMMISSION**

## COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

## APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Funding-s	Increase funding for fixed-route transit so that routes can be expanded or added that can serve locations where there are more elderly and disabled riders
Funding-s	Increase funding for paratransit service
Funding-s	Increase funding for paratransit vehicles – lower the local match required
Funding-s	Lrg % of pop that can pay for serv.
Funding-s	Need \$ for gas cards
Funding-s	Need for umbrella insurance policies so existing services can cooperate with each other, share clients, use volunteers
Funding-s	Subsidized taxi fare for ill or disabled people (Novato)
Funding-s	Suggestion: Marin Co. self + insure like SF
Funding-s	Suggestion: talk to Garamendi -MCTD has covered vehicles But too expensive to do all.
Information	Small # programs assisting seniors & disabled & <u>the ones that are available are unknown.</u>
Information	The available <programs that assist seniors and disabled> are unknown.
Information-s	Fund senior driving training to increase driver safety as well as assistance to those who have lost their licenses
Information-s	Improve transit information including visual aids – kiosks and wayfinding signage
Information-s	Information re: shuttles—PR/mktg of transportation services -more targeted mailings
Information-s	Need “targeted mailing” to people who would use the various programs
Information-s	Need <travel> training for seniors & disabled
Information-s	Provide training for taxi drivers about working with seniors and provide monetary incentives for those drivers and owners to participate in taxi programs.
Inter-county	Can't get to MTC meetings in Oakland from Marin County. Driving it's 45 minutes. On the bus, Terra Linda to central SR, the 40 to El Cerrito, then onto BART to Oakland. No straight route.
Inter-county	Whistlestop will take him to MTC, but E. Bay Paratransit will not bring him all the way home. Goes to El Cerrito / del Norte.
Organization	Board or Commission for taxis Marin made up of public not agencies
Organization	Communication gaps between <illegible> paratransit services—especially <S.Rosa> & East Bay
Organization	If Marin CIL is not providing adequate service, people can call CIL in Berkeley and get service.
Organization	Lack of coordination among paratransit services.
Organization	There are four different agencies in Marin – Marin DPW, which oversees the Marin County Transit District (MCTD) and Transportation Authority of Marin (TAM), and then Golden Gate Transit (GGT). All these agencies mean inefficiencies, diversion of funding, and non-transparent planning.
Organization	too many residential facilities w/o ability to fund own transport depend on paratransit. Sol. Need their own vehicles or share vehicles w/other facilities and all resources available
Organization-s	(Seattle, Kings Co.) Use retired PT vehicle - receiving agency provide % age of trips to donor's clients
Organization-s	Allow San Fran, Oakland, Berkeley, etc. taxi co's vie for Marin County permits.
Organization-s	Increase volunteer transportation programs
Other	City of San Rafael prime lead example for county to follow!
Other	Drivers need better training, they drive around lost.





Gap Type	Comment
Other	Look for a way to offer transportation for developmentally disables on an immediate need basis—sudden illness—no time to arrange days ahead with Whistlestop.
Other	Other: Too many studies, too much <bureaucracy>.
Other	Transit time is still too long for frail <&> chronically ill elderly to use paratransit services.
Other	What happens in xx <times> of emergency
Other-s	Carpool programs for seniors
Other-s	Have a volunteer org. who asks "public" to use their own car(and insurance) and volunteer to transport seniors, etc. for a certain period of time
Other-s	Increased bus stop & more frequent stops (Novato)
Other-s	Jitneys on a micro-business/self-employed basis
Other-s	Long commute times on transit—heavy traffic commute hours—Solution: 1. <buses> on highway shoulder. 2. multimodal transit—rail & trail
PB-ADA	Disabled folks not certifiable
PB-ADA-s	need Community shuttle service for non-drivers (transit-dependent)—for "out-of-range (beyond ¾ miles) seniors, disabled & other non-drivers
PB-ADA-s	Community shuttle service—transit dependent/general purpose addition capacity for ADA and senior paratransit service (beyond ¾ mile, evenings weekends)
PB-ADA-s	Extend Marin County mandated ADA to <u>two</u> miles from fixed route (or more). Just consider a wider profile.
Pedestrian access	<Ped> limits to ASA access on Sidewalks No sidewalks
Pedestrian access	I live in Tam Valley, right off Shoreline Hiway; just up a steep hill @ a blind corner. The hill is too steep for wheelchairs to navigate without zig-zagging. Wheelchairs cannot be seen by drivers turning onto my street. There is no crosswalk at my corner. There is no sidewalk on the north side of Shoreline Hiway. There is not a usable (full-width) path of access from Pine Hill to Tam Junction on the South Side of Shoreline.
Pedestrian access	In Novato, ½ block from City Hall, De Long Ave., north side, the sidewalk ends, then there are 3 utility poles in the dirt. Completely impassible by wheelchairs. <See our photo library for stop# 699 - VT>
Pedestrian access	No sidewalks <limit ADA accessibility>
Pedestrian access	On Civic Center Drive, east on N. San Pedro, several ramps have utility poles placed in the ramps. < See our photos for stop # 599; may be fixed by now >.
Pedestrian access	Sidewalks: not enough funding available. not enough staff to enforce current laws
Pedestrian access	There are no sidewalks in Tam Valley. The bus stop is over 3.4 mile away, so paratransit won't come up that far.
Pedestrian access-s	Improve pedestrian and disabled accessibility with improvements to sidewalks, walkways, intersections and bus stop improvements.
Spatial	Can't get to the ferries on fixed-route because there are no workable shuttles to the ferries.
Spatial	Cannot get from S. Marin (Mill Valley) to Marin General as they used to on the old route 211. You have to take the 29 north to San Rafael, then come south. It's a 2-hour trip.
Spatial	No public transit to get to public meetings.
Spatial	North bay taxi-wheelchair service is good—hope it is inter-county
Spatial	Spatial Gaps: limited ferries—not enough—& lifts break down



Gap Type	Comment
Spatial	There is no direct fixed-route to College of Marin as there used to be (the old 1)
Spatial-s	Amen to limited shuttle routes—how about partnerships between MTA & various cities/counties. Buses go down major N/S routes, shuttles/jitneys go E/W.
Spatial-s	Community shuttle service for non-senior, non-disabled, people who do not drive (transit <illegible>) (Novato)
Spatial-s	Services should be provided door-to-door, not curb-to-curb. Whistlestop Wheels does this.
Temporal	Additional capacity for ADA and seniors paratransit—increased hours & weekends (Novato)
Temporal	Fixed route transit takes too long. For example, from Terra Linda to Greenbrae is over an hour on the bus on weekends (about 10 minutes by car). It takes too long to get anywhere if you actually have to run your life.
Temporal	Fixed-route used to be usable, is no longer. Whistlestop takes too long.
Temporal	Golden Gate needs to drastically increased hours seven days to Marin General for all people regardless of income level or where they live. (Marin General Hospital)
Temporal	I am the one who broke the barrier against having people using wheelchairs as ushers at various theatres, & the Opera House & Davies Hall in SF. Now, because of limited evening svc of <Golden> Gate Transit <to>, I can no longer take paratransit to see any performance, much less usher!!! What a good example I am!!!
Temporal	Lack of bus service to Marin General Hospital Patients get turned loose when buses are not running No Sunday service
Temporal	Limited ferries
Temporal	Redo local bus times to meet all ferries
Temporal	Temporal Gaps: What emergency transportation services are available (i.e. Louisiana-style problem
Temporal-s	Emergency transportation esp. same day
Temporal-s	Greater frequency & local service more than 1x per hour
Temporal-s	There are no mid-day shuttles on N. San Pedro to get people to central San Rafael transit center. If there was a mid-day shuttle, then all those people in the convalescent homes and senior housing on that street could get paratransit.
Temporal-s	A continuous bus system running 24/7 through out county of Marin
Vehicles	Accessible car-sharing
Vehicles	Gaps <in> Marin. Not enough accessible taxis subsidized! Solution: taxi ordinances to require cab companies to provide accessible taxis
Vehicles	Have insufficient equipment, insufficient tie-downs. Are in bad repair and are "filthy". Drivers wear filthy uniforms. (E. Bay Paratransit)
Vehicles	Not enough accessible taxis; 2 accessible vehicles, 1.5 trained drivers.
Vehicles	Programs assisting seniors & people with disabilities lack "accessible" vehicles.
Vehicles	This project has been "under study" for almost 10 years & no accessible taxi svc has really gotten off the ground
Vehicles-s	Increase accessible taxi services – more funding to purchase vehicles

Comments from the website:



I am a care manager for the Marin MSSP program. All of my clients are elderly, low income and have multiple health problems. For the past approximately two years, I repeatedly have gotten bitter reports from my clients as to the poor service of the Marin Whistlestop Wheels. Common complaints are that they have to ride for very long periods of time while other passengers are picked up or delivered to their destinations, that the van arrives earlier or later than planned, that WW calls at the last minute and changes the time. The most common complaint is that, following the medical appointment, the client may wait up to 2 hours for the WW van to arrive to take them home. Our program often ends up having to pay for taxi rides, which are very expensive, as our clients cannot tolerate the long rides and the long waits for the WW van.

I am a Care Manager with the Jewish Family and Children's Services in Marin County, San Rafael. In my caseload I have many disabled adults, between the ages of 18 and 95, with a variety of disabilities, including walking with a cane or a walker to being wheelchair bound. These clients have many transportation needs, from medical appointments to grocery and other shopping, to therapy appointments and socialization opportunities. They often live far from family members, and the available transportation options are mostly limited to Whistlestop and Drivers on Call. Neither of these services are a viable way for them to get their transportation needs met: Whistlestop often adds between 3 and five hours of waiting/driving time to their appointments, which makes the length of time they have to be out in community too long for them. Along with their outward appearance of disability, there exists a great inner weakness, a loss of physical and mental stamina that renders them homebound, unable to withstand a seven or eight-hour outing. Taxi service is expensive, and for some impossible, both financially and practically, as the taxi will not accommodate an electric wheelchair. Public transportation presents the same difficulties.

What is needed is a service which can provide more rapid transit from their homes to their appointments. This will require a greater number of wheelchair accessible vans than Whistlestop is providing. What is also important to note is that Whistlestop drops the client off at the entrance to their doctor's office, and many cannot open the door, nor do they have the mental capacity to remember where in the building the doctor's office is located.

For these people it is very important that someone accompany them all the way into the office. Then, as the weather may be cold or raining, they should not have to be waiting out of doors for pick-up. Perhaps a vibrator, such as is used in restaurants would be helpful for them to be notified that the bus or van has arrived.

Thank you for helping the disabled and infirm members of our community.

How much will it cost the taxpayers to get Nelson Nygaard to go away, paying them to do something has not worked.

From non accessible meetings, to policy development like the accessible taxi's that is thirty years out of date to hiring Connie Sorter whose work has ensured poverty for thousands of people with disabilities.

The company is for ever studying which means nothing is ever done. We did focus groups independent of public funding years ago and it is still the same, only worse.

The money spent on this could actually be used to help people instead of continuing to ask the disability community to sacrifice its ability to get to work so a few policy leaches can make a living studying how they are going to.

It would not be so sick if Nelson Nygaard led the way in better benefits so we can eat while they make money studying us forever.

We need accessible taxis and a transit system that has reasonable headways so you can actually use it to get somewhere during a day.

Trips on public transit take far too long because of too many transfers, long wait times, attrition of service or no service to some areas.

Same is true of paratransit. They don't serve those which public transit doesn't serve. That locks alot of people living in outlying areas

access to public transit, particularly if they are elderly, poor or disabled or for some other reason cannot drive. Their only choice is to hitch hike out of those outlying areas if their cars break down or they can't call a friend or neighbor or they have to go somewhere and can't drive.

This really needs to be rectified, and soon. We have passed measure A to improve our transit system, and yet I have seen no improvement at all!! Instead, more cutbacks are occurring and the whole situation is truly outrageous!!



## Napa County

Comments from the Napa PCC Meeting, February 7, 2007 (~15 people attending). There were no other meetings in Napa, and no comments from the web.

Gap Type	Comment
Connectivity	Amtrak bus goes to Martinez where he wants to go, but won't take him unless he has a train ticket. Even when he does, not all of the Amtrak buses are wheelchair-accessible.
Connectivity	Connections to Vallejo need to be improved; also connection to the mall in Fairfield.
Facilities	Public (not staff) bathrooms at the bus station
Facilities	Some facilities are not accessible, and the only way a person can access, i.e. Napa Valley College, is with a personal attendant.
Facilities	Street problems need to be addressed to each <u>city</u>
Information	More funds for outreach; mailers with bus routes, maps, info for entire Napa County
Information	Weekend service is available, however, many seniors are not aware or they choose not to use the services on the weekends.
Other	At capacity, especially at peak times.
Other	Community-based programs rely on subscription trips for access to their services.
Other	Policy / accessibility that reflects Olmstead decision for keeping people in the community.
PB-ADA	Service lacking in all communities are – non-ADA trips for elderly. Transit-dependent elderly who are <u>not</u> disabled have unmet door-to-door services.
PB-ADA-s	NCTPA is acquiring new software, Trapeze, that will assist in filling gaps
PB-ADA-s	NCTPA is instating a new no-show policy that should free up seats.
Pedestrian access-s	The VINE consumer advisory committee (VCAC) has a subcommittee that has selected many parts of the county that need bus stops and shelters.
Spatial	(and cost) Cost of transportation to the healthcare (Drs and clinics) – special bus
Spatial	Rural counties such as Napa have fixed-route needs between service areas that are not being met.
Spatial-s	Napa <u>City</u> Flex Ride
Temporal	↓ Non-ADA eligible don't have enough service
Temporal	Excess transportation times for communities not located within core service area, due to capacity issues and ↑ growth and congestion
Temporal	Need better transportation for non-ADA's seniors on the paratransit
Temporal-s	Currently NCTPA has an RFP to hire an organization to redo the (fixed-route) schedule.
Vehicles	↓ taxi service for people in wheelchairs
Vehicles	No taxi wheelchair service

**San Francisco County**

More than 132 people attended two meetings, with additional comments received online.

- San Francisco PCC Meeting, January 17, 2007 (32 people attending)
- San Francisco Senior Action Network February 8, 2007 (approx. 100)
- Comments from cards translated from Chinese
- Comments from the web site with county of "SF" selected

Gap Type	Comment
Connectivity	Connect with BART and other transit comp<an>ies to make schedules work. I.e., get off the BART at 3:15, and the bus left at 3:14.
Connectivity	Create system so that all areas of the city are well covered, especially by cabs
Connectivity	Eliminate transfers from San Francisco Paratransit and Redi-Wheels
Connectivity	Hospital discharges coordination and transporting
Connectivity	Taxi services as safety net for fixed rate users who have great difficulty using fixed rate
Connectivity	Use SF model of collaboration
Connectivity-S	Solution: For admission and discharge, ER's (should) to use non emergency medical transportation. There (are) many companies in SF – use smaller companies they are more efficient and less costly for tax payers
Facilities	Enforcement of taxi stand regulations so cabs can get to curb (get rid of lines)
Facilities	Paratransit vehicles able to use bus stops to board & off-board.
Facilities-S	Audio pedestrian signals and products that are universally designed to include all people and abilities.
Facilities-S	Create mini taxi stops at senior locations
Funding	\$
Funding	A merit pay-incentives for quality service
Funding	Grant process can conflict with sustainability goals
Funding	How to advocate for more \$ in New Freedom (and others)
Funding	Increasing funding must be a priority (Pelosi)
Funding	Need to know cost before measuring community support
Funding-S	Funding incentives to for profit providers of ramp taxi services. Including drivers, medallion holders and companies
Funding-S	Incentive pay for ramp taxi drivers – 5 – 1- per wheelchair pick-up
Funding-S	Incentives/rewards for service providers. Public rating for taxi companies for service to special needs committees
Funding-S	Raising salaries of Paratransit drivers
Information	511 include all bus info!
Information	Education/between social workers & hospital staff for transportation needs when leaving the hospital disabled
Information	The taxi driver should tell the passengers that he was the assigned to service said passenger
Information-S	A lot of people don't know what kinds of special services are available for seniors and handicapped people – more information and publicity should be provided.
Information-S	More outreach and opportunities to provide information regarding problems experienced

**METROPOLITAN TRANSPORTATION COMMISSION**

## COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

## APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Medical	Assistance with persons of Dialysis from home to destination.
Medical	Availability for hospital discharges
Medical	Gurney service to and from hospital or medical treatment.
Medical	Need transit for hospital discharges
Medical	Pick up from hospitals when you have a procedure and can't go home by yourself by transit.
Medical	Transportation for people going home after an out-patient procedure: Hospitals won't let you go home unless somebody comes to get you. So I have to find somebody with a car to take me home. We need some form of transit for people in that situation.
Operations	Also the bus driver should announce verbally "front section is for seniors". The signs are posted but they choose not to read it. Too many times I see young people are not yielding to the elderly especially to the handicap.
Operations	Fare subsidies for low-income seniors and disabled
Operations	Gaps – Reliability (lack) hinders usage
Operations	Have drivers pull to curb (not 3 ft away) to step onto curb < bus?>
Operations	Have drivers to ask young people to give front seats to older people to sit down, not watch them to try to stand and swing from the strap on the bus.
Operations	Lift caps on taxi scrip programs
Operations	No 14 bus says Daly City on front, but often the sign on bus is changed while in transit to Lowell.
Operations	Problem: When bus stops are of island type (Market "F" Line etc) and are totally taken up with passengers waiting to board. The bus may stop, open th door foe would-be passengers, at beginning of island, close the doors and take off without picking up would-be passengers actually waiting at the end of island.
Operations	Quicker implementation of single fare mechanism Translink
Operations	The only thing I object to is the driver will be talking on the cell phone. And the second thing I don't like is a driver will "visit" with "friend" while driving. Most drivers are very courteous.
Operations	To be fair to most of the bus drivers they do a good job. But too many of them let non-paying persons on the bus. Even those persons on the buses who ride these buses many times know many who get on without paying a fare. These persons are paid to see that persons pay the fare, but need to do a better job.
Operations	Waiver allowing seniors and persons with disabilities to call for taxi service that is accessible and accepts their method of payment.
Operations-S	Muni bus #4 almost empty on California (has #1 already). Use money for other routes that need more service (#33, #43, #44)
Organization	(Out of control fraud) Too much fraud with out of control
Organization	Debit card swipe for cabs
Organization	Enforce Muni ADA regulations lower steps, etc. Also buses have to stop at stop
Organization	Have incentive programs funded to encourage ramp taxis to see benefit in assisting
Organization	Incentivize ramp taxi drivers
Organization	Lion's Center (should not be) taking tickets (away) from seniors
Organization	Sensitivity training for all individuals involved with transportation for people with disabilities and elderly
Organization	Urgent need for taxi service centralized/computerized dispatch accountability/ enforcement for timely pick-up
Organization	Use of catchment area for senior services
Organization-S	Accessible cabs should be able to cross county borders if accessible cabs are not available in that county.



# METROPOLITAN TRANSPORTATION COMMISSION

## COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

### APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Organization-S	Improve communication between transit companies and the passengers
Organization-S	Improve drivers training
Other	Also – Educate your drivers to be polite and caring. If you want less cars downtown pls try and improve the bus service. More buses are better than less. I hate waiting and freezing. I love riding the bus. ☺
Other	Enforcement of ordinances to create a safe and healthy environment around transit shelters.
Other	Get Muni to go to the curb to let people off.
Other	Husband and wife (of) 25 years or more accepted for taxi scrip. One die(s) other has to reapply and start all over new. Reapply – wait for approval, hopefully (at) the time (the spouse) is not thinking of transportation. Should be able to move into slot for taxi scrip and continue using. At this time, they are not thinking of transportation until it's needed again.
Other	Mandatory pick-up of seniors and persons with disabilities <by> taxi operators.
Other	Measures to improve safety at bus stops.
Other	Measures to make transit safer for seniors and persons with disabilities
Other	Muni drivers need more sensitivity training to lower steps for physical handicapped. Especially hard if they stop way out in the street – not at the curb – despite no cars blocking!
Other	Other passengers could report inappropriate behavior of bus drivers
Other	The ability of ramp or sedan taxi to stop, unload and transport disabled passenger without getting ticket while parked in blue zone. Like a special unloading placard (that says) "good for 10 minutes"
Other	Training
Other	Vehicle ticketing in loading zones
Other	We need affordable and reliable paratransit services!
Other-S	Training and election of drivers that are more sensitive to the needs of the seniors/disabled population
Pedestrian access	Cell phone, driving, walking, seniors driving
Pedestrian access	Enforce sidewalk repair problems so people can get to bus stops safely
Pedestrian access	Enforcement of laws regarding parking, bi-cycles and skateboards
Pedestrian access	Enforcement of xwalk laws for pedestrians
Pedestrian access	Implementation of ADA standards for length of ramps for accessibility – otherwise highly dangerous.
Pedestrian access	Improve infrastructure of cross walks and boarding areas (fill potholes)
Pedestrian access	Longer timing of lights to cross street
Pedestrian access	Need for longer crossing times, upgraded signals
Pedestrian access	No turn on red lights, (unsafe for pedestrians)
Pedestrian access	Service staff to help frail and handicapped to door of destination
Pedestrian access	Unfortunately the stopping points for our buses have moved to the middle between two streets rather than at the end of the street – how would you like to climb a hill with a crutch or your walking stick just to get on your bus?
Pedestrian access-S	Longer time limit for pedestrian cross walk light signal
Pedestrian access-S	Transit bulbs to be installed to create better access and continued flow of traffic.
Spatial	(There) May be pockets not adequately served. Maybe less emphasis on big numbers
Spatial	The taxi driver should fetch the passenger in accessible places where passenger cannot walk





## METROPOLITAN TRANSPORTATION COMMISSION

### COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

#### APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Spatial	The Third Street Light Rail was originally planned to extend to Chinatown, near Clay Street, but I have heard recently that due to financial consideration, the plan may be aborted. The extension project should go on, it will be beneficial in the long-term, do not be too short-sighted and prejudicial.
Spatial-S	Buses to re-route closer to senior housing / centers.
Spatial-S	Busses should make stop near senior centers and nursing homes.
Temporal	Additional group shopping trips, etc
Temporal	Improve ramped taxi service, to eliminate long waits
Temporal	More taxi service GPS on all cabs
Temporal	Please read and digest. After 9am, the buses are few. I have to wait 45 min for a bus on Sutter and Buchanan to take me downtown or sometimes to the doctor. We need more buses to run 15 min apart. Muni is to serve the public.
Temporal	Save day service for urgent needs
Temporal	Sometimes a bus will show up – and a couple of minutes another bus will show up – poor scheduling – however, I think Muni is the best thing invented since Bubble Gum!
Temporal	They don't stagger their busses. #22 bus runs through with 3 buses. If you miss the last bus then you have to wait more than ½ hour if the next bus will even show up. Sometimes the bus won't even stop if you're the only person there even though the bus is very empty.
Temporal	Transportation increase in East Bay Paratransit
Vehicles	All taxis be accessible
Vehicles	Vans that open on the curb side of the street

Comments from the website:

Gap Type	Comment
Other	I am a social worker at Jewish Family and Children's Services, working with adults under age 60 with disabilities. I would like more information on this study, how we can participate and potentially benefit. Thank you.
PB-ADA	Paratransit services would be much more useful to seniors and disability if they assisted clients in getting out of their homes; actually coming to the front door and helping them out to the vans, and then assisting them in to their destination. Increasing the reliability of the services is also needed. Too many seniors that I work with are reluctant to use paratransit services because they have had negative experiences: paratransit either not coming to pick them up or being too late. This keeps seniors and those with disabilities isolated in their homes and prevents them from using other services in the community.
Temporal	



## San Mateo County

San Mateo PCC Meeting, January 9, 2007; no online comments as of 3/28/07.

Gap Type	Comment
Connections	Poor connections with BART and CalTrain
Facilities	Weather shelters needed
Funding	GGRC goal for people to become independent is not served by transportation resources. Need more resources.
	Lack of use of 5310 money in San Mateo County
	Need more dedicated funding for ADA paratransit
Information	Alternative language needs for seniors (lower priority)
	Communication gap about all services – buses, trains, etc.
	Gap between counties about communication. Don't know about services in other counties – how to transfer
	Improve public awareness
	Need comprehensive Information and referral telephone hot line for assessment and referral to all services for seniors and persons with disabilities (housing, paratransit, etc.)
	Need for customers to understand service parameters (i.e., paratransit ride time)
	Need web site with comprehensive transportation information (public, private, social services, other counties)
Inter-county	Inter-county transportation – length of time
	Need options for inter-county trips for ADA-eligible riders
Organization	Need a countywide non-profit agency to coordinate public and human service transportation. Find and train volunteers, access funding not available to public agencies, and develop volunteer services, including escort services.
	Need more private non-profit based volunteer ride programs to augment fixed route / ADA paratransit and fill gaps
	Problem: School transportation on the Coastsides (Cabrillo School District) is limited. Costs \$300+ per family per year to support school buses.
Other	Higher density along El Camino corridor
PB-ADA	¾ mile limit gap – for example, Redi-Wheels doesn't travel beyond ¾ mile of fixed route. No service for people living beyond ¾ mile, for example, La Honda
Pedestrian access	Curb cuts – need to be highly visible, painted bright colors
	Identify curb cuts – not enough of them, need on both sides of the street
Population served	Also, concerns over those residents who fall between the cracks and are not qualified for paratransit services.
	Chronically ill – unable to drive, need transportation
	Mandatory evaluation after 70 years of age
	Mental Health patients – non-violent – need understanding; meds and condition prevent them from driving!
	Social stigma to using transit – Asian community especially – overcome "pride"
Reservations	(a way to) Communicate with waiting driver – "I'm here and coming"
	Call forwarding
	Longer hours for Redi-Wheels reservations, and more operators



Gap Type	Comment
	More paratransit reservationists
	Reduce / eliminate "stand-by" Redi-Wheels rides
Spatial	Door-to-door service
	Gap – BART to San José
	Inability to get true door-to-door service within large properties / complexes: - info shared on specific locations within large properties / complexes - charge provider with responsibility
	No transportation provided to work sites. RediWheels is not reliable for work trips, and clients cannot wait independently for Redi-Wheels. Work sites are far-flung (e.g. HOPE in E. Menlo Park).
	RE: new developments – shuttle system within a new complex has to be considered i.e., new Mariner's Island proposal. Developers should consider this before building. <Note: This could refer to service, or to the ability to accommodate larger vehicles as stated in another comment>.
	Shuttle service
Temporal	<u>Gaps:</u> Paratransit demand exceeds capabilities Inconsistent timing for agency routes pick-up and drop-off <u>Solution:</u> purchase call-ahead software Free public transportation for everybody – bus service and paratransit
	Loss of Opportunity Center on Coastsides – less hours, e.g., no evening service
	Medical trips on the same day
	More bus service routes on rural SMC
	More service, more vehicles
	Need same-day reservations (like Outreach) for Redi-Wheels
	Same < level? > of service Coastsides as Bayside
	Same-day service
	Service gaps: - not enough vendors - use of existing vendors exceeds 1.5 hour travel time limit - Redi-Wheels fills the gap sometimes - TT sometimes useful
Vehicles	<Increase> capacity to meet the needs of consumers with larger mobility devices, difficult pick-up locations (access).
	Also, the city should work with SamTrans in obtaining vans and/or shuttle.
	Need more accessible cabs or other private transportation options
	Spec < ify > vehicles to accommodate scooters

**Santa Clara County****Santa Clara County outreach meetings:**

- Santa Clara PCC (VTA / CTA) Meeting, February 7, 2007 – 20 attendees
- Santa Clara Council on Aging Meeting, February 5, 2007 – 40 attendees
- Comments from the web site with county of “Santa Clara” selected

<b>Gap Type</b>	<b>Comment</b>
Connectivity	Better connections on busses
Connectivity	Better service on outreach connections
Connectivity	Inter-county trips don't work well—should be more user-friendly.
Connectivity	It is very hard to make Paratransit trips to neighboring counties, e.g. to Oakland or to the coast.
Connectivity	Outreach made available for social events, better connections on busses, better response time of Outreach, Trains – no help with baggage – no public bus light rail connection
Facilities	VTA should budget for bus stop improvements, giving priority to stops used by a lot of people with disabilities.
Facilities-s	VTA have a budget for bus-stop shelters place bus shelters (as a priority) at stops for disabled riders & seniors (not done currently, where clear channel, since they are providing)
Funding	Affordability of transit service.
Funding	Affordability: significant barrier to low income seniors is cost of public transit & paratransit services
Funding	Funding requirements should not be so stringent that 5310 recipients are unable to serve their own clientele properly, or so stringent that agencies are discouraged from applying for funding.
Funding	I have heard that other cities in Northern CA have Senior transportation models that work i.e. Roseville but we don't know how these are funded.
Funding	Outreach is very interested but insurance costs are a large impediment
Funding	Same Day Urgent. - Not affordable
Funding	Santa Clara County Board of Supervisors states no funding for Senior transportation. We are trying to encourage them to establish a coalition of Community and business leadership to identify needs and sources of funding
Funding	The expense of providing service is increased by the fact that different funding services have different eligibility requirements, multiple reporting requirements, and multiple audits. These things also make it hard to coordinate.
Funding-s	Dial a Ride: picked up to take you to a bus line or light rail
Funding-s	Outreach asked if the City of San Jose would cover the cost of insurance for volunteer drivers for this project to move forward
Funding-s	Some Sr. Cts. offer limited van transportation to seniors in the neighborhood of a center. Can this service be expanded. A modest investment would go a long way
Funding-s	Use jitney size bus for Los Gatos, Winchester to Wimbledon to Wedgewood to Lora
Information	Access to transportation for non-English speakers
Information	Explosive growth of very low income non-English people with disabilities and Seniors. Language barriers for providing services.
Information	Help for the rapidly growing number of non-English speaking, low-income seniors—includes transportation and assistance with obtaining services of all kinds.

**METROPOLITAN TRANSPORTATION COMMISSION**

## COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

## APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Information	We did not see a report on the trial project or "taxi tickets" that was initiated 6 months ago.
Information	White House Conference on Aging. California delegation made transportation #1 we need to work both together we need to work on providing transportation for those seniors that have decided to give up their keys and not drive anymore and still want to remain active in the community and not become isolated
Information-s	Call-Out service for paratransit whereby an automated phonecall is generated to alert disabled/senior riders that their ride is <u>X</u> # of minutes away from picking them up.
Information-s	Would like "call outs" alerting Paratransit riders when their vehicle is coming.
Organization	Create a priority, Implementation of any plan, can a prestigious committee be organized to coordinate the above suggestions, seniors without drivers licenses
Organization	Issue of liability for volunteer driver serving frail elderly – have to cover volunteers?
Organization	There needs to be statewide coordinating council and organized legislative advocacy by MTC and others to obtain dedicated funding for transportation for seniors and people with disabilities. (Katie Heatley promised to send e-mail with more on this and other issues.)
Organization	VTA policy requiring mandatory tie-downs means that courtesy stops delay buses.
Organization-s	Catholic Charities provides transportation to medical appointments and grocery shopping in So. County (Gilroy), volunteer driver remains with client – not available for personal trips, i.e. beauty appts. Limited number of trips per month.
Organization-s	Coordination countywide of projects like "road runners" for hospital Srs can get trans to Dr. appt and left hanging to get home - need a one hour window
Organization-s	More use of volunteer drivers – assigned to 1 or 2 seniors to take shopping or physician etc.
Organization-s	Please do not limit solutions to bus/transit Suggest that you look at alternatives i.e. volunteer drivers
Organization-s	Seniors who give up their drivers' license need help. Best bet are volunteer drivers organized by neighborhood Help is needed primarily with liability issues
Organization-s	the City of San Jose Dr. Citizens Commission has explored with VTA & Outreach a volunteer driver program
Organization-s	Use volunteer-driver, demand-response service to take senior home from shopping because of difficulties carrying groceries.
Other	All of the gaps identified for the City of Gilroy are applicable to the City of San Jose as well as the rest of Santa Clara County. They seem to come directly from the survey addressed in "Community for a Lifetime", the ten-year strategic plan for seniors in the City of Dan Jose and the County as a whole.
Other	Bus drivers don't call out stops.
Other	Continuation of door-to-door service for paratransit permanently.
Other	Coordination requirements need to make allowance for user groups that it may be problematic to mix, for example teens with severe emotional issues who are being taken to jobs.
Other	Fulfill mandate to transport srs who can't drive or shouldn't drive, but don't yet qualify for paratransit
Other	Implementation - ASAP
Other	It appears that any rural residing person has problems with transportation – I think Gilroy should collect the support to provide trans- and ask the County to set standard
Other	Outreach for social events
Other	The items listed for Gilroy are true for most other areas as well.

**METROPOLITAN TRANSPORTATION COMMISSION**

## COORDINATED PUBLIC TRANSIT–HUMAN SERVICES TRANSPORTATION PLAN UPDATE

## APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Other	VTA and Outreach <ol style="list-style-type: none"><li>1. too costly for seniors</li><li>2. language barriers</li><li>3. timeliness of Outreach</li><li>4. Lack of assistance for seniors, wheelchairs and other on VTA</li><li>5. Safety – restraining belts for wheelchairs</li><li>6. problem with connections, transportation, to Valley Medical Hospital in San Jose</li></ol>
PB-ADA	Continue door-to-door Paratransit.
PB-ADA	Cooperative agreement to bring people from home to medical-facilities. Medical transportation that exceeds ADA.
PB-ADA	Dialysis patients may miss their Paratransit ride home because they have not been released by the center due to continued bleeding.
PB-ADA	Door to door service.
PB-ADA	Getting home from medical facilities is a problem if you don't have someone to accompany and wait with you, since Outreach only goes to the lobby door to pick up.
PB-ADA	Paratransit doesn't make connection to BART.
Pedestrian access	Crossing lights are not long enough for people with disabilities.
Pedestrian access	Gilroy's safety commission should be contacted regarding unsafe pedestrian issues.
Pedestrian access	Lack of curb cuts and <crowns>on roads are barriers to wheelchair users and visually disabled.
Pedestrian access	People who use wheelchairs and with visual impairments need to use Outreach because of sidewalk barriers—e.g. trees, cobblestones, and bricks in Palo Alto.
Pedestrian access	Problem with the location of bus stops serving senior centers in the City of San Jose i.e., Northside Community Center. North 6 <sup>th</sup> street in San Jose has a low-income senior facility co-located. When the center was remodeled, the bus stop was moved but now that the center has been re-opened, the bus stop is now too remote. Seniors are unable to shop for groceries or fill prescriptions as they are unable to walk to the nearest public transit. VTA is reluctant to return the bus stop to the front of the center because they are not convinced that the ridership from this stop would make it worth the effort. The senior residents brought this issue to the City of San Jose Senior Commission last year and it has still not been resolved. Due to the lack of funding, the senior transportation Pilot Program through Outreach has been unable to serve these needy people.
Pedestrian access	Saratoga Shopping Center has no paths for people in wheelchairs.
Pedestrian access	Sidewalk improvements in San Jose
Pedestrian access	Sidewalks near emergency exits, for example from movie theaters, are sometimes not accessible (lack curb cuts).
Pedestrian access	There are no provisions for people who use wheelchairs to get around in some shopping centers.
Pedestrian access-s	Lengthen time on signal lights to allow slower people to cross safely. Also show seconds
Pedestrian access-s	Review programs to assure pedestrian signal lights/timers give adequate time for each intersection
Pedestrian access-s	Yellow lights/& crossing times must be longer
Population served	All seniors do not qualify for paratransit yet have similar transportation needs. Must also have demand-response system for seniors

**METROPOLITAN TRANSPORTATION COMMISSION****COORDINATED PUBLIC TRANSIT–HUMAN SERVICES TRANSPORTATION PLAN UPDATE****APPENDIX E. PUBLIC COMMENTS**

<b>Gap Type</b>	<b>Comment</b>
Population served	Many frail seniors need escorted assistance
Population served	Many seniors have asked for escorted transportation that includes help shopping, etc.
Population served	Most seniors do not use fixed-route public transit. There needs to be transit solutions beyond fixed-route solutions; for example, demand-response, volunteer driver, etc
Population served	Riders for non-disabled seniors who have voluntarily surrendered their driving license
Population served	Transportation needs of seniors who are not disabled but have given up their drivers licenses
Population served	Transportation to senior centers especially if you do not qualify for Outreach
Population served	People who do not qualify for Outreach – something to cover the gap – all senior coverage
Population served-s	City of San Jose Sr. Citizens Commission is exploring Paratransit for Seniors who are not disabled but should no longer be driving. We do not want them to be deprived of socialization and doctor visits. We have explored a volunteer driver program that originated in Portland Maine that has been implemented there and also in Charleston, Orlando & Santa Monica, CA. The State of California is looking to implement this program Statewide.
Spatial	County to county transportation for IHSS workers and for seniors and disabled who need resources (medical, day health, day care, shopping, whatever in other county
Spatial	Courtesy stops closer to riders' destination.
Spatial	Door to door service to include the companion (included in the fare)
Spatial	Getting to activities and events
Spatial	Gilroy certainly needs help. But the < > outline omits numerous major population centers, such as East San Jose. We need to be sensitive to the < > Filipino and Chinese elders
Spatial	More "courtesy stops" on fixed-route (i.e. not at bus stops for convenience of wheelchair users).
Spatial	Near grocery store – mail boxes
Spatial	Not just South County – although south county has some dire needs and should be addressed – the entire county has need for all of the service gaps – costs need to be adjusted for all – coordinated services must be appropriate for all
Spatial	Outreach survey of seniors found that 90% need demand responsive transportation to medical appointments because they cannot rely on fixed-route transit to get them there on time (but transit works okay for the trip home since it is not as time critical). Also 85% need a ride home from grocery shopping, including help with packages.
Spatial	Paratransit goes where fixed routes does not go.
Spatial	Transportation to church/temple/etc.
Spatial	What does it mean for transportation between senior centers?
Spatial-s	Easier courtesy stops where a senior or disabled person can request a stop (drivers refuse) between two designated bus stops.
Temporal	Better arrangement for return trips from doctors—it's hard to predict when you'll be ready to return.
Temporal	Cut backs in fixed-route service are a problem. Can take a bus to go to some places, but by the time one returns home, the bus is no longer running.
Temporal	Decrease the length of ride time for Paratransit.
Temporal	Emergency service – cannot predict ahead for service
Temporal	Increased paratransit capacity to allow for more subscription service on paratransit.
Temporal	Issues of doctors' appointment pick-up time is hard to establish. How can we handle, we need clarification.





## METROPOLITAN TRANSPORTATION COMMISSION

### COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

#### APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Temporal	Same day affordable medical/dental appts very important!
Temporal	Same day urgent trips are a problem for agencies – maybe discounts on taxi service would help
Temporal	Timeliness of service: seniors can not depend on fixed-route to get them there in time. Alternate solution, demand-response, to get them more reliably on time.
Temporal	Transportation for urgent medical appointments.
Temporal	Would like shorter ride times on Paratransit (i.e. shorter than allowed under ADA).
Temporal-s	A service to help people who are stranded because the last bus of the evening never arrives.
Temporal-s	Emergency service to take wheelchair users home if their chairs have broken down or they have been in an accident.
Vehicle	Designate a place on buses for small shopping cart.
Vehicle	Mandatory tie-down.
Vehicles	Ability to get on and off busses, with walker
Vehicles	Area (dedicated) on bus for small shopping carts, stroller, etc. so they could be stored out of aisle and not in the wheelchair seating area.
Vehicles	Focus on light rail not necessarily helpful as fixed routes don't travel where riders need to go quickly or efficiently – why not smaller busses running more frequently
Vehicles	Hard to get on and off trains for disabled

**Solano County**

Solano County outreach meetings - total people attending meetings: approximately 60

- Solano County Senior Coalition, February 2, 2007 – 40 attendees
- Solano Family Resource Network, February 5, 2007 – 6 attendees
- Solano County PCC, March 16, 2007 – 15 attendees (approx.)

Gap Type	Comment
Connectivity	Coordination
Connectivity	Cost – multiple fares between systems
Connectivity	No Connectors between cities
Connectivity	Rio Vista only has service to Fairfield (County seat) 1 day a week
Connectivity	Trilogy in Rio Vista – no shuttle service or access to health care, no shopping service
Connectivity	Need for connections from N.E. county to Sacramento County for medical trips
Connectivity	Paratransit between Dixon and Benicia needs to be improved – more.
Connectivity	Connections are difficult
Facilities	Fear of violence
Facilities	Inadequate lighting
Facilities	No cover or protection for long waits
Facilities	Access – doors at Fairfield Transportation Center
Facilities	Accessible covered waiting stops with technology
Funding	Multiple fares between cities
Funding	Taxi from Rio Vista to Fairfield is \$50.00 one way
Funding	Transportation vouchers very limited
Funding-s	Benicia Community Action Council provides gas cards for emergency transportation (one time per year). Senior volunteer drivers; however, very limited eligibility
Funding-s	Change Federal criteria for medical facilities to be able to use funds to provide transportation
Funding-s	Having a voucher system for skilled nursing facilities, Sr. Housing, Assisted Living Sr. organizations to be used at the discretion of the staff for transport
Funding-s	Partnership Health Plan offers MediCare HMO plan for low-income seniors & disabled. 6,300 eligible in Solano County. No cost, no premiums, co-pays or deductibles. Covers transportation to medical appointments/routine 20 one way trips/yr. – arranged through their transportation department. Taxi or paratransit as needed. No restriction on cost or length of trips
Funding-s	There needs to be a universal voucher that seniors and disabled people can use on multiple systems and the systems figure out who pays for the trips.
Funding-s	Transportation vouchers
Funding-s	Universal Solano County Transportation pass (like SF)
Funding-s	Use a voucher system to allow existing transportation groups for seniors
Funding-s	Use medical funding to pay for taxis
Funding-s	Use of ambulance - use existing "for profit" transportation for "non profit" for a lesser fee Better coordination of services
Funding-s	Voucher program where sr. can pay friend or neighbor to transport
Information	Communication is needed between providers so senior can be directed to correct provider
Information	Need to recruit help from various service providers in getting info re: appts (ambulance drivers, ER workers)



# METROPOLITAN TRANSPORTATION COMMISSION

## COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

### APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Information	No bus schedules in Spanish
Information	First Aid center, policy booth, emergency call at transfer centers.
Information-s	Explore why seniors don't access the transportation services that do exist
Information-s	More outreach and transportation options
Information-s	Need for someone to identify and work with those in need to fill applications to receive transportation services
Information-s	Need help with paratransit applications
Information-s	Orientation of new immigrants
Information-s	Post available transportation to a particular medical site so people can make appts. At the same time
Inter-county	Inter-county transit- have to wait in Napa > not realistic for frail seniors
Organization	Funding silo's – can't commingle funds
Organization	Rio Vista –Dixon shuttle is under used
Organization	Vallejo transportation bus drivers don't pick up passengers in wheelchairs because it puts them behind schedule and they are penalized
Organization	Advancement of elderly driver process and programs
Organization	Need for conversation, coordination, and communication between MTC and other adjacent regions
Organization	Multiple systems confusing (paratransit and fixed route) – fewer systems so that it is less confusing for consumers
Organization	Vision impaired – know what bus stops @ stop. Do drivers announce stop. Braille at consistent place.
Organization-s	Support and expand existing transportation services – esp. the volunteer driving programs (faith in Action, Yara in Dixon, Fairfield Volunteer program)
Other	My recent experience with V.V.'s Ride with Pride. I needed a driver 3 times a week to take me from home to physical therapy at 770 Mason a 7 min. trip I need a driver to pick up 1:45 pm and a return at 2:15 pm on Mon. Wed. and Fri. for a three week period. But I was never able to arrange this even though I offered to pay for the service
Other	Need more options for accompaniment during health visits as well as to and fro.
Other	Highway 12 improvement
Other	I-80 <and I-680> bridge approach
Other	All items on preliminary list are pertinent
Other-s	Companion to travel with them
Pedestrian access	Cross walk light is too short for people w/ wheelchairs to get across the street
Reservations	In Vallejo the paratransit application process takes up to 6 weeks- we need somehow to have an application same day approval for those people in skilled nursing facilities to go out to doctors appointments or a voucher program for anyone in a skilled nursing facility
Reservations	Paratransit so full that srs. have to make appts a week + ahead and have to wait for hours at a time
Spatial	Agree with all those identified on the preliminary list
Spatial	Assistance with ambulating door to door – not just on or off the vehicle
Spatial	Issues of how long you have to wait to get paratransit ride home. Sometimes hours
Spatial	Lack of transportation for out of county services, esp. medical/health services + esp in Dixon and Rio vista
Spatial	Need for door to door service
Spatial	Flag stop <increase> in all cities
Spatial	Concern must be focused also on individuals with different levels of disability accessing place of work, industrial parks
Spatial	Dixon services

**METROPOLITAN TRANSPORTATION COMMISSION**

## COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

## APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Spatial-s	More door to door, 1 on 1, flexible schedules
Spatial-s	More door-to-door services, not only for paratransit
Spatial-s	Rio Vista and Dixon need shuttles to county services
Spatial-s	Trilogy shuttle service/ require Senior housing to provide shuttles
Spatial-s	Vallejo – Runabout transportation for seniors and disabled, some paratransit with lifts
Temporal	Buses don't start early enough (courts, medical appointments), or continue late enough (evening services, work)
Temporal	From Rio Vista or Vacaville you only have a 3 hour span of availability (11AM – 2pm) for appointments in Fairfield. If the court or county office is behind schedule you are stranded. If you don't show up for court you may be arrested.
Temporal	Long turnaround waiting to be picked up
Temporal	Secondary transportation – people go to doctor but have no ride to do other errands during the wait for the original transportation to return
Temporal	Vallejo paratransit – you must call one week in advance. This doesn't work when you need same day or same week transportation
Temporal	Weekend Service Gaps – weekend mobility improvements thru more fixed route, paratransit, or taxi services
Temporal	Workplace set-up, i.e. shifts, weekend jobs, to coincide with the schedule of city bus, paratransit, etc.
Temporal	Need better transportation on Sundays in Benecia.
Temporal	Buses do not run often enough or long enough (early/late).
Temporal	Simplify fixed route schedules
Temporal-s	Have medical providers try to schedule block appointment for a group of seniors from Dixon or Rio Vista – coordinate the health trips
Vehicles	Getting from Solano County to Bay Area is a lengthy process, Train from Davis to Richmond/BART is great except trying to climb up to train from street is very steep. While Amtrak does have handicap access there is seldom anyone there to assist seniors/disabled to board and it takes about 3 hours to get from Davis to Oakland
Vehicles	Need more medical vans and wheelchair vans
Vehicles	There is not a very good taxi service – it is expensive
Vehicles	Internal design of buses for people with disabilities and seniors (VanHool – no)
Vehicles	Appropriate size of vehicles for times when fewer people ride
Vehicles	More subsidized taxi – ADA taxis



## Sonoma County

This document consolidates and summarizes public comment from Sonoma County outreach meetings.

Total people attending meetings: ~35 at AAA and ~35 at PCC.

- Sonoma Paratransit Coordinating Committee – January 16, 2007
- Sonoma County Area Agency on Aging – February 21, 2007
- Comments from the web site with county of “Sonoma” selected
- A letter submitted to the Sonoma AAA

Gap Type	Comment
Connections	Coordinated paratransit: 1. hours 2. Ride prices coordinated 3. Hand-to-hand transfers, free fares Coordinate churches for rides to services Consolidate holiday services Centralized reservation services for connections (Frontier Rides)
Connections	Transfer policy – paratransit: City / county schedules and policies are inconsistent. It's easy to get stuck. Either have a “hand-off” rule, or abolish transfers.
Facilities	(Silverman) Benches and shelters (from weather) at bus stops – seniors <u>cannot</u> (in most cases) stand for any length of time.
Facilities	< Road conditions > Health and safety of paratransit drivers – we need accessible roads – they are dangerous in West County. – too narrow - too steep - winter is a big concern - gap is in road infrastructure.
Facilities	Bathrooms
Facilities	Bus stop on opposite side (Santa Rosa Ave.) <i>This was described as “the situation on Santa Rosa Avenue – where you could go but you couldn’t come back.”</i>
Facilities	Bus stops have problems themselves
Facilities	Bus stops need SHADE (trees preferred)
Facilities	Bus stops need to <u>face</u> buses to see them coming
Facilities	Buses: shelters are few and far between.
Facilities	Facility (fixed bus stops) <i>may be referring to bathrooms</i>
Facilities	No benches or shelters
Facilities	Rest rooms when you get <u>off</u> the bus? (Not coin operated. These must be clean and safe and someone <u>there</u> to keep it clean.)
Facilities	Restroom availability
Facilities	Restrooms at bus stops – rest stops?
Facilities	Seats at bus stops should be positioned to allow person waiting to see sign on upcoming bus
Facilities	Seats at bus stops are uncomfortable (bumps, rocks)
Facilities	Security
Facilities	Shelters – are inconvenient, many don’t meet ADA
Facilities	Stones hurt on benches; cement benches are slanted horizontally
Facilities	Wheelchair accessibility
Facilities-s	Bus provide printed list of restrooms available for each stop. Probably need map for available restrooms.
Facilities-s	Bus provides printed list of available restrooms at various stops; provide directions to available restrooms

**METROPOLITAN TRANSPORTATION COMMISSION**

## COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

## APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Facilities-s	Food/coffee
Facilities-s	More restrooms at bus stops
Facilities-s	More seating to WAIT for a bus
Facilities-s	More shelters at bus stops
Funding	Federal funds available for capital but much less for operating.
Funding	Funding
Funding	Money gap – not enough to address all of the issues.
Funding-s	\$10 per gallon gasoline
Funding-s	I am a student at both Sonoma State University and Santa Rosa Junior College. I would like fees to be used for public transportation as available and grant reinstated with Sonoma State University.
Funding-s	Increase the cost of driving to subsidize public transportation
Funding-s	More \$ to volunteer transportation programs. →Inc leverage → quick solution
Funding-s	Triage to use \$ for one limited urban area
Information	Commitment to independence – independence to dependence
Information	Lack of education re: using the bus.
Information	Lack of information how transportation agencies differ and/or interact together. If elders can't know how to use the system how can we indoctrinate them to the "new and better" bus system of Sonoma County?
Information	Language barriers
Information	Networking <? Computer?>
Information	Psychological <transition from> independence to dependence
Information	Psychological gap – transition
Information	Psychological transition
Information	Seniors feel trapped – they can't drive at night or at all. They don't understand the complicated bus system and fear the transit mall. They don't understand how to get to medical appointments.
Information	Stop announcements by drivers difficult to understand for senior riders
Information	Too many transportation jurisdictions
Information	Transition program?
Information	Transition to dependence
Information	Transportation counselor at the DMV
Information –s	Need for transit education for seniors as soon as they learn they are losing their driver's license.
Information-s	(Silverman) W/ new regulations re. seniors from DMV – there will be <u>more</u> seniors who will not be driving – <u>must</u> have some program(s) in place such as those written up on website for Beverly Foundation.
Information-s	1(800) centralized number – too much fragmentation
Information-s	Better training of drivers / public in behavior management
Information-s	Coordinated agency training on how to use the bus system.
Information-s	Coordinated effort with DMV to educate elderly about transit when their licenses are not renewed.
Information-s	DMV needs to assist and encourage senior drivers to use public transit and provide information about training programs, schedules, etc.
Information-s	DMV transit counseling and planning for loss of keys
Information-s	DMV transportation counselor when licenses are turned in



# METROPOLITAN TRANSPORTATION COMMISSION

## COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

### APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Information-s	Driver patience / people willing to deal with developmentally disabled
Information-s	Elderly need coordination and education on transit
Information-s	Governmental education
Information-s	Improve mobility / buddy system to get seniors/disabled more comfortable with transit.
Information-s	User-friendly coordinated one-stop directory of services/areas of coverage
Information-s	Ways of keeping people driving safely longer
Information-s	Why are seniors not using the bus? Need to address this issue. Engage DMV to counsel seniors re: public transportation. Have this take place when a senior's driver's license is revoked. Encourage a "bus buddy" system. Who is funding it?
Inter-County	Lack of connectivity between public transit systems in 9 Bay Area counties.
Organization	Flexibility and trust at the local level
Organization	Liability fears
Organization	Little or no coordination among schedule of various bus agencies, including paratransit
Organization	Need for funded volunteer driver program in rural areas
Organization-s	(Silverman) Important – look at Beverly Foundation and ITN websites
Organization-s	(Silverman) very important to have a <u>volunteer system</u> of transportation (a la ITN and Beverly Foundation) with volunteer drivers that are available 24/7
Organization-s	"good Samaritan law" to protect volunteers who drive
Organization-s	"ITN" from Portland Maine is another program but costs \$125K to get off the ground and rides for seniors cost \$5 - \$8.
Organization-s	Buddy system
Organization-s	Bus driver buddy < not sure what this means >
Organization-s	Centralized county-wide paratransit One stop shop for seniors Transit hub ↓ funded - Transit Coordinators – coordinate volunteer wheels, city bus system, etc. to include <u>bilingual</u>
Organization-s	Collaboration / central
Organization-s	Coordination between City and County transportation
Organization-s	County of Sonoma "Transportation Case Manager"
Organization-s	Debit card < Translink or similar>
Organization-s	Debit card for fare, rather than needing exact change
Organization-s	Develop list (models) for covering insurance for volunteer drivers including use of community health center in the county for insurance coverage.
Organization-s	Develop statewide insurance pool that addresses the need to have low cost insurance for volunteers, taxi vehicles, and drivers, transit, social service agencies. Mechanics can work on other agency vehicles so vehicles can be shared, rides can be assigned to taxis, volunteers can drive those who need it.
Organization-s	Expand Volunteer Wheels – make it easier to use (currently 5 – not 4, not 6 – day)
Organization-s	Family and friends incentives – parking vouchers
Organization-s	Family transport incentives
Organization-s	Liability for volunteer drivers (good Samaritan law)





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Organization-s	Pool of available drivers for cost.
Organization-s	Pool resources – Transportation District – eliminate duplication of services
Organization-s	Standardize fares
Organization-s	Use the model of the Beverly Foundation (Helen Kirschner). Located in Pasadena, an <i>excellent</i> method of senior transportation, for use in small/rural areas as well as large cities (Portland). See web site: <a href="http://www.beverlyfoundation.org">www.beverlyfoundation.org</a> . A first-rate site for info on senior transportation rides for seniors, \$0 - \$2. (Silverman)
Organization-s	Volunteer driver program
Organization-s	Volunteer drivers – liability issues – legislation
Organization-s	Volunteer Wheels gap and vehicles owned – good Samaritan law
Organization-s	Volunteers
Organization-s	We live in the country. We age. Then we want the convenience of living in the city. There is not enough money to bring transportation to everyone that wants it. So you either bring the seniors into the city or find and coordinate volunteers to move the seniors back and forth. Perhaps there could be some funds available to purchase small, efficient and easy to access vehicles that could be used by the volunteers to transport seniors. Drivers should be certified and provided with liability waivers.
Other	<paratransit is a > Compliance program, not a service program
Other	Availability
Other	Compliance vs. service
Other	Compliance vs. Service
Other	Enforcement of bus rules – rowdy kids using handicapped seats
Other	Intent of the law vs. regulation
Other	Isolation breeds addiction < <i>this person spoke about how when seniors are unable to get out, they start to self-medicate with alcohol and prescription medications, making mobility an important component in psychological health</i> >
Other	Moms with children are as limited as seniors in getting bus service.
Other	Need for independence
Other	Prevent isolation
Other	Priorities: Should look at Sonoma County AAA priority population in area plan. Rural isolated. Minority low income. May be others.
Other	Seniors need a transportation system for low-income individuals
Other-s	Local drivers to pick up people at bus stops – signs at stops with “Downtown Santa Rosa – Oakmont”, etc. opportunity for drivers to pick up riders going to those destinations.
Other-s	Stop giving free days to only able-bodied people, such as Spare the Air < days >, and making paratransit pay. This is <u>discrimination</u> .
PB-ADA	(Silverman) paratransit covers some seniors with medical problems – does <u>not</u> cover seniors w/o medical problems
PB-ADA	¾ mile limit
PB-ADA	¾ mile re-visited – more need for service in rural areas
PB-ADA	Extend beyond ADA minimum requirements, even < if > it means ST Clara and San Mateo fare
PB-ADA	GAP: Outside ¾ mile folks – how can we get them in?
PB-ADA	Gaps on transportation: no service beyond ¾ mile
PB-ADA	Service beyond ¾ mile or comparable hours



**METROPOLITAN TRANSPORTATION COMMISSION**  
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Gap Type	Comment
Pedestrian access	Cross walks from bus stops
Pedestrian access	Crosswalks too dangerous on Santa Rosa Ave.
Pedestrian access	Dangerous crosswalks
Pedestrian access	Inc. walkability for seniors
Pedestrian access	Lack of safety for pedestrians and bicycles, which is a viable form of transportation for seniors/disabled. Only 1% of Federal transportation \$\$ are spent on peds and bicycles.
Pedestrian access	Sidewalks are not uniform – should be standardized
Pedestrian access	To have a person walk ¾ mile location in unincorporated areas - no sidewalks.
Pedestrian access -s	Yellow flashing lights – island in the middle
Population served	Seniors are 1/5 of population in Santa Rosa 33,000 – to double by 2020. Highest priorities: 1) greatest numbers, 2) most vulnerable
Reservations	Lack of accessible transportation for health care visits for seniors and disabled. Caregivers and community-based services are trying to fill the burden of the transportation gaps.
Reservations	Problem scheduling ride.
Reservations	Schedule pick up times. Areas < that > vehicles travel too.
Reservations	Urgent medical appt. for persons with major medical problems and/or psych appts (prescription)
Reservations-s	Having a van or minibus that would go daily to the city SR < Santa Rosa > to bring pts. to the different hospitals with a return trip later in the day. Could make several drop-offs and pick-ups.
Spatial	(Bob Silverman, OATS 570-2121) distance to bus stop for seniors (ages 70-96) in SR Mobile home parks – can be up to ½ mi. how to these people get to public transit? Must depend on friends.
Spatial	Difficulty in getting to and from public transportation sites. Many of our clients suffer from physical disabilities that preclude walking more than a few steps or cognitive disorders that make navigating or remembering time schedules impossible.
Spatial	Geography, density of population, urban design – cities designed for <u>autos</u> , not <u>people</u>
Spatial	Healthy non-driving seniors need transportation to non-medical appt and social events
Spatial	Lack door-to-door services
Spatial	Lack of coordination of existing resources/systems (e.g., senior centers). Use centers as hubs → San Mateo model
Spatial	Lack of door-to-door service
Spatial	Lack of rural transit and paratransit, esp. elderly
Spatial	Lack of service from the Guerneville / West County areas into Santa Rosa, where the majority of providers are located.
Spatial	Need for assistance getting from the house to the vehicle and from the vehicle into the appointment location. Many of our clients do utilize the paratransit services available but still require assistance in this manner.
Spatial	No other options beside road vehicles (e.g., rail, streetcars) – urban design

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Spatial	Outside city limits county transit not available and too far from transit route to be eligible for paratransit. Would like to see paratransit eligibility expand beyond ¼ of a mile from transit routes. To have a person walk ¾ mile location in unincorporated areas - no sidewalks.
Spatial	Paratransit – lack of service in west (Sonoma) County
Spatial	Population outside the regular (#24) bus line.
Spatial	Seniors unable to make it to bus stops (Distance)
Spatial-s	Circulating bus from Sr housing / mobile home communities
Spatial-s	Circulator buses to subsidized senior housing
Spatial-s	Door-to-door service
Spatial-s	Door-to-door transportation
Spatial-s	Need increased number of “personal drivers” and “Circulator routes” to: mobile home communities, assisted living communities, subsidized senior living complexes.
Spatial-s	Non-fixed routes
Spatial-s	People can't get to bus stop, ½ mile Solution – golf carts in mobile <home> parks
Spatial-s	San Mateo senior center model – use as hubs
Spatial-s	Senior centers as bus hub for seniors
Spatial-s	Senior centers as transportation hubs
Spatial-s	Unify transportation hub for ride coordination
Temporal	Extensive amount of traveling and waiting time required.
Temporal	Lack of late night service to accommodate social events or support groups that meet in the evenings.
Temporal	Lack of service early in the morning or late in the evening to be able to get to 8:00 AM, or home from 6:00 PM, appointments.
Temporal	Lack of service in evening, weekends, and holidays
Temporal	Rhonert Park – Cotati weekends stops at 5pm (hinders social No more student subsidy for Sonoma State College. < lot > of mature students and its <fragile> at JC's; needs to be institutionalized
Temporal	Routes circle and take too long. Not frequent enough service. It's easier to get to the Bay Area than to local destinations on holidays. Need evening and weekend service.
Temporal	Scheduling – can get a bus outgoing, but not home
Temporal	Sunday bus schedule in Santa Rosa begins at 10:00am and church services at 9:30. Would like to see bus start earlier.
Temporal	Transportation on Sunday to church from 8am to noon. Suggest agencies to work with, drivers to hire or buses to travel before 10am.
Temporal	Tricycle – may get ride 1-way but not back. Leaves client stranded, often in the evening.
Temporal	Waiting time
Temporal	Waiting time for transportation
Temporal-s	Buses stop running too early. Buses are not running on national holidays. Extend services of public transportation for evening hours and holidays.
Temporal-s	More nighttime transportation
Vehicle	Some people lose the ability to sit for extended periods of time. They need to be able to get up and walk around. They want to be able to go to the Bay Area, Sacramento, Stockton, even to LA and San Diego on public transit.



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Gap Type	Comment
Vehicles	2 wheelchair limits on most buses
Vehicles	2-wheelchair slots ( <i>there are only 2 per bus</i> )
Vehicles	<u>Basic problem – West Sonoma County NO TAXI SERVICE</u> that is economically viable for the company <u>and</u> economically affordable for our <u>seniors, NON_DRIVING FOR WHATEVER REASON.</u>
Vehicles	Group trips for w/c users needed (more than 2 w/c positions).
Vehicles	High cost of taxis: \$25 Sebastopol to Santa Rosa each way by cab, \$50 Guerneville to Santa Rosa
Vehicles	Love DMV and taxi chits idea
Vehicles	Luggage on paratransit? Region-wide policy needs to be developed
Vehicles	No taxi service in <Sels - maybe Sebastopol?> - have to pay for them to come from Santa Rosa.
Vehicles	Not enough w/chair spots on public transportation buses
Vehicles	Not enough wheelchair spots on public transportation
Vehicles	Travel needs (i.e. luggage) for paratransit users. Different regional policies.
Vehicles	Wheelchairs – only 1 or 2 spots on the bus
Vehicles-s	Accessible taxis – AC Taxi – Kevin Crowe
Vehicles-s	Bridging the drop-off points using "jitney" type service. Door-to-door issue.
Vehicles-s	Commercial taxi at reduced rate
Vehicles-s	Gitneys
Vehicles-s	Jitneys of the past to run people to bus stops
Vehicles-s	More wheelchair slots
Vehicles-s	More wheelchair slots on buses
Vehicles-s	More wheelchair spots on public transportation
Vehicles-s	Possible grants or other regular funding to support a <u>commercial taxi service</u>
Vehicles-s	Subsidize liability insurance bonds for local taxis
Vehicles-s	Taxi discount
Vehicles-s	Taxi to get people to central location
Vehicles-s	Taxi vouchers and expand taxi service
Vehicles-s	Use of jitneys to take people to bus stops